WSSC Water is modernizing its operations and technology infrastructure to enhance our customers’ experience. Part of this initiative is the Advanced Metering Infrastructure (AMI) project. AMI technology is the foundation of a smart utility, enabling WSSC Water to use the latest technology and data to better serve our customers.

What is Advanced Metering Infrastructure?
Advanced Metering Infrastructure is a type of technology that allows water meters to communicate water usage information wirelessly using radio or cellular technology. The resulting data is used to optimize operations, administration and infrastructure management.

What specific parts comprise AMI?
AMI technology consists of a few components:
- Water meter – equipment that measures the water used at each location.
- Encoder register – device attached to the meter that converts water usage into electronic data.
- Small radio or cellular transmitter - typically mounted outside a building, this transmitter sends encrypted water usage data back to WSSC Water.

What are the benefits of AMI?
Customers will gain control of their water usage via an information portal. AMI technology improves customer experience by providing access to water-usage information and helping to quickly recognize potential leaks and other home plumbing issues, which can significantly reduce bills and save money.

AMI technology allows WSSC Water to better monitor and identify leaks in our system, which helps to prevent large main breaks that can disrupt service to our customers. It will also reduce costs related to meter reading, savings that will be re-allocated to other maintenance priorities. An additional benefit is a decrease of WSSC Water’s carbon footprint by reducing the number of trucks that we have on the road.

How will AMI technology benefit WSSC Water?
AMI technology will:
- Provide frequent meter read data throughout WSSC Water’s distribution system. This data can be compared to water production data to help identify areas experiencing water loss, allowing WSSC Water to identify leaks earlier.
• Provide WSSC Water the ability to install additional sensors throughout its system, which can detect leaks through noise and pressure loss.
• Improve meter reading accuracy and significantly reduces the possibility errors. It allows for consistent meter reads - regardless of weather events or meter access and reduces the number of estimated and disputed bills.
• Continue WSSC Water’s ongoing modernization efforts to enhance customer experience -- following implementation of new billing system, simplified rate structure, redesigned bill and expanded affordability programs.

How will customer information be protected?
Customer usage data is encrypted using industry-standard processes and technologies before being transmitted to WSSC Water. No identifiable information, such as name, address, bill account number, or credit/collection information, is transmitted to or from the meter.

If I have an inside water meter, will WSSC Water need to move it outside?
AMI data transmitters will be installed on the exterior of homes/buildings. For customers with an inside meter and remote reading device on the outside of the home/building, WSSC Water will replace the remote reading device with the AMI transmitter, at the outside location. In rare instances where there is difficulty wiring inside meters to the outside transmitter, there may be a need to move the meter outside.

Will customers have an opportunity to provide feedback and/or input on this project?
Yes. There will be community meetings throughout the project to share information, provide project updates and receive customer feedback.

Will AMI require new water meters for all residential customers?
No, however, some residential meters will be replaced due to age.

Is AMI technology safe?
Yes. AMI technology uses non-ionizing radio frequencies (RF) to communicate water usage information as needed, only four to six times per day. Approved by the Federal Communications Commission (FCC), this type of RF is commonly used in mobile phones, broadcasting signals, baby monitors, medical monitors and Bluetooth devices. RF also exists naturally in our environment due to the sun’s interaction with our atmosphere. The World Health Organization, American Cancer Society, National Toxicology Project (National Institutes of Health), and International Agency for Research on Cancer, among others, have all studied RF safety. As a result of these studies, no public agency has identified RF as harmful to human health.

What is the schedule for the project?
WSSC Water is currently in the planning stages of the project. Projected installation of AMI technology is expected to begin in spring 2021 and is expected to be complete by late 2025.
Will this technology be tested before it is fully implemented?
Yes. As a part of this project, WSSC Water will launch an initial deployment installing AMI technology in approximately 5,000 homes and locations in our service area. The purpose is to test the new system, resulting data and billing accuracy.

Are there other utilities in this region using AMI technology?
Yes. Other utilities in the region using AMI technology include Baltimore City, BGE, DC Water and Pepco.

Will the adoption of AMI technology have an employment impact?
Yes, however, all current employees will be retained and transitioned into new positions to support the new technology. It may also lead to the creation of new positions.

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