



## ATTENTION

Dear City of Collinsville Water and/or Electric Consumer:

The City of Collinsville has elected to upgrade all of its City-owned water meters and electric meters. We will be transitioning from a manually read system to an advanced meter infrastructure (AMI) system that is read automatically. The AMI system we will be implementing is a Sensus Fixed Network meter reading system. The new meters will look and operate the same except that a wireless transmitter is either embedded within the meter (for electric) or tethered to the meter (for water). These transmitter signals are picked up via a wireless network, and the meter reading is then sent on to a central location (City Hall) for bill processing.

The City has retained UTS and its subcontractor, Professional Meters, Inc. (PMI) to install these new meters and AMI system. PMI crews will be moving throughout the City's water and electric service areas removing old meters and installing new AMI capable meters. PMI installers will wear brightly colored vests with a clearly marked logo. Vehicles will also be clearly marked with the PMI logo as shown below:



If you ever have a question about the identity of someone on your premises claiming to represent PMI, please do not hesitate to call either the City at 918-371-1010 or PMI toll free at 866-965-0665 to confirm the identity of the person in question.

### **What to Expect During Meter Replacement Activities**

In the process of removing old meters and installing new AMI compatible meters, a temporary interruption to your electric and water service will occur. Following is a brief overview of what you can expect during the process.

**Electric Meters.** If you receive a door hanger noting that PMI was not able to change your electric meter, it is likely due to the inability to access the meter. A toll-free number will be provided and we ask that you call to schedule an appointment to provide the installer with access to your meter.

It is possible that your electric service is deteriorated due to age, weather, etc. Should repairs be necessary to your service, you will be notified and the service owner is expected to make repairs prior to installation of the new meter.

**Water Meters.** Prior to installation of your new water meter, PMI crews will arrive and cut a small hole in the meter vault lid to accommodate the new antenna. In addition, crews may remove soil around your old meter in preparation for installation of the new meter.

There will be a temporary interruption in your water services and you need not be home for your meter to be changed.

For either water or electric meters, if you believe you have a critical need and cannot have either your water, electric, or both temporarily disconnected, please feel free to call PMI toll free at 866-965-0665 or Collinsville City Hall at 918-371-1010 and let them know you would like to have an appointment scheduled prior to meter replacement.

Should you have any general questions for the City concerning this meter replacement project, please contact Collinsville City Hall at 918-371-1010.