

CITY OF CARTERSVILLE

AMI UTILITY METER UPGRADE

PRESS RELEASE



CARTERSVILLE, GA 4.19.22 - The City of Cartersville is proud to help provide the tools citizens need to understand and control their utility usage.

Today, City of Cartersville utility technicians kick off the initial installation of about 100 utility meters with a new technology that will provide accurate utility usage data for customers. AMI stands for Advanced Metering Infrastructure, called AMI for short. These new meters will be able to measure the use of water, gas, and/or electric in homes and businesses using this reliable system. This first batch of meters will be fully installed by the end of Thursday, April 21, 2022.

AMI automatically sends a brief, private, digital message to a data collection tower using a cellular signal. Think of it along the lines of what a cell phone does now. All meter reads then transmit to the City of Cartersville, where the information is processed within the billing system, providing accurate, up-to-date info.

The final deployment of upgraded meter installations - of roughly 31,000 - is slated to begin February 2023, with a projected finish date of July 2024.

REAL-TIME DATA

The new meter will send **immediate alerts for water, gas, and/or electric** utilities. Data is gathered in real time and will be accessed by City Utility Departments, on-demand. This will **improve operations** and give customers the opportunity to know their usage. These smart meters make it possible to collect and deliver data daily, several times a day, or even as quickly as every five minutes.

BETTER BILLING

AMI will generate a **more consistent and accurate billing** system. And this will result in fewer recording errors and fewer customer complaints. Because AMI automates the process, less oversight in the field will be needed. Customer Service will be able to **investigate, diagnose, and solve a customer's concern in seconds**, with the accurate data provided.

PREVENTATIVE TOOL

AMI can identify issues before they grow into larger problems. These meters can **identify water pressure drops** and will report these types of issues immediately. Faster reporting means faster response time. If a customer reports a suspected gas leak, the **City can confirm their assumptions in seconds**. It also **pinpoints the cause of a power outage** before customers have the chance to call it in.

Full project details & FAQ's can be found here: <https://www.cityofcartersville.org/amip>

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