

Water Meter Replacement Project FAQ's

Who is involved in the project?

City of Duncan contracted Ferguson Waterworks, LLC and their subcontractors are Kamstrup and Second Sight Systems for the project.

All contractors will be wearing logoed uniforms and have company vehicles

Ferguson Waterworks LLC, www.ferguson.com



Kamstrup, www.kamstrup.com



Second Sight Systems, www.secondsightsystems.com



What makes the new meter different from the meters we currently have?

An AMI meter measures how much water is used every hour instead of on a monthly basis. The readings will allow City of Duncan to manage overall system demand and detect any problems, such as water leaks, very quickly.

How is my meter being read during the transition between the old meter system and the new one?

City of Duncan contracted Bermex, Inc www.bermex.acrt.com to manually read all meters until all installations are completed.



Why are meters being replaced?

Just like your household refrigerator or washer/dryer, the current meter system is aging out. The implementation of the new system will help the City of Duncan with the collection of meter readings, provide customers with a better understanding of their water bills, and identify leaks that are responsible for much of the system's treated water

loss. Customers will have more control over their water bills and the City of Duncan will be able to improve service and operate at a greater level of efficiency. With the newest technology available the new system will reduce water loss, optimize operations, and meet increased water demand.

Benefits to customer:

*24-hour leak detection to reduce system water loss

*Access to a customer portal to easily monitor water usage and sign up for alerts beginning on January 1st, 2024, once the entire system is installed where water consumption can easily be monitored, current usage to previous periods usage compared, e-mail and text alerts set with budget and conservation goals for personalized water budgeting

*Utilize newer technology for reading water usage

*Improved customer service and increased customer participation

*Extended life/use of meter

When will I know that my meter will be upgraded?

Customers received an informational flyer with their June utility bill. City crews will be hanging a door knocker on the front door of residences 7-10 business days prior to the installers being in the area. A door tag will be left by the contractor once the meter has been upgraded. During the installation, the authorized installation contractor will be wearing identification, and their vehicles will be marked.

How long will the installation take?

With no unforeseen issues discovered, the installation will take less than 30 minutes to do. There is nothing that you need to do, your new meter will be installed by the authorized contractor and the system will be checked to ensure that it is working properly. The contractor will attempt to knock on your door to make sure it is okay to temporarily turn the water off to install the upgraded meter. As water service will be temporarily disrupted, customers with medical conditions should call City of Duncan at 580.252.0250 to make arrangements if necessary.

When you first use your water after the upgrade, you may experience a "burp" of air and possibly some residue emitted at each faucet. If this happens, run your water briefly until it flushes the line and flows normally and clean all tap aerators in the home.

Do I have to pay for installing my new meters?

No, City of Duncan pays for the costs of the meters and their installation.

When will I receive my bill?

You will continue to receive your bill on the same cycle.

What is the technology that reads my meter and sends it? Is it safe?

Your new meters use wireless radio frequencies - just like a cell phone, wireless Internet, or cable TV - to send and receive information. The meters and communication network meet all federal safety standards and codes.