



Advanced Metering Infrastructure for Water Frequently Asked Questions

1. What is Advanced Metering Infrastructure?

Currently the City of Thornton reads water meters with a drive-by system using mobile collectors and handheld devices. Advanced Metering Infrastructure is an integrated system of water meters, communications networks, and data management systems that enables enhanced customer service for a utility to its customers. AMI technology will allow the city to read water meters remotely and collect consumption of water usage data daily.

2. Why Advanced Metering Infrastructure?

AMI will allow the City of Thornton to read water meters more efficiently and provide more detail on water usage. This detail can help both the city and its customers manage water use. AMI provides daily reporting of water use at each water meter, and allows customers and the city to better manage water usage, detect water leaks, and operate the water distribution system.

3. What Data is transmitted??

The meter transmits only the hourly consumption registered on the meter, and some additional information to tell the City the health and status of the meter. No customer identifiable information is transmitted

4. Why are you changing the meter lid?

All meter lids are being replaced with a polymer lid. The existing cast iron lids on most meter pits have the potential to interfere with how water use data is transmitted from the meter to the collection system. The polymer lids will allow meter data to be reliably and securely transmitted and collected.

5. Who will be performing the work?

Mountain States Pipe & Supply has been chosen as the preferred contractor to assist with this work for the City of Thornton.

6. Will I get a new water meter?

Maybe. Water meters have a useful life of between 15-20 years. Replacing meters within this timeframe is an industry best practice. The city has an ongoing meter replacement program to ensure meters are within their useful life and are compatible with Advanced Metering Infrastructure. If your meter is old, it will be replaced by City of Thornton staff by the end of 2022.

7. Will this affect my bill?

The City has an aggressive meter testing and replacement program, so it is unlikely that your current meter was not reading accurately. However, older mechanical meters can run slower and lose accuracy as they age and, therefore, may register lower than actual flows. The new water meter will accurately measure all the water that you use. All new meters are tested prior to delivery by the manufacturer to ensure that they register properly. If you see a higher bill immediately upon the new meter installation and you have not changed your water use pattern, it is likely the old meter was running slowly, or you have a minor leak in the system that wasn't registering correctly through the old meter. If you have questions about your bill, please contact City of Thornton Utility Billing at 303-538-7370.

8. Is there a fee for this project?

No. This project is funded through the Thornton's Capital Improvement Projects.

9. How does this enhance customer service?

The City is currently developing a customer portal to access your water usage information and to send you alerts of high usage and potential leaks. This platform is expected to be available in early 2023.

10. What are the benefits?

The benefits to the City and its customers include:

1. Highly accurate data collection which decreases the possibility of incorrect meter readings.
2. Timely information on water usage that allows City staff to provide better customer service.
3. The ability to identify potential water leaks, which reduces water waste and unnecessarily higher water bills due to these leaks going undetected for long periods of time.
4. Hourly consumption reads delivered at least daily, instead of once every month.
5. Quicker and more efficient customer service, including initiating new accounts, closing existing accounts and addressing billing questions.
6. Online access to a customer portal so customers can monitor and manage their water usage.

For more information, please contact 720-977-6500 or visit gocot.net/meters