



Introducing The River Falls Municipal Utilities



Advanced Metering Infrastructure

In January 2019, the River Falls City Council approved full implementation of the **Advanced Metering Infrastructure Project** (AMI Project), designed to provide utility customers with more information about their electric and water usage. As a result, electric and water meters will be upgraded in homes and businesses over the next several years.

WHY ARE THESE NEW METERS BEING INSTALLED?

River Falls Municipal Utilities understands that customer expectations are changing. Timely, reliable and accurate information about electric and water usage is becoming an expectation in our industry. It helps our customers manage monthly budgets and quickly identifies problems such as costly water leaks and automatically notifies the utility about electric outages. With AMI metering, River Falls Municipal Utilities customers will come to expect instantaneous outage notifications to inform the Utility of power outages. Water leak detection alerts that will assist in awareness of water leaks and running toilets. AMI meters will also assist the Utility to more quickly respond and offer better service to our customers.

HOW DO ADVANCED METERS WORK?

New meters will communicate with one of eight “gatekeepers” that automatically record meter readings for billing purposes. Gatekeepers will be located in electric substations, water towers, and other city-owned property. Meter readings will be securely encrypted as customer data moves from the meter to the gatekeeper and finally to the billing system. River Falls Municipal Utilities will utilize this information to provide proactive customer service, improve system reliability, and help our customers be more efficient and better informed. You will be able to access meter readings including 15-minute interval data the next day using MyAccount, an internet web portal.

Learn more at:

www.rfcity.org/AMI



Frequently asked questions

Q. How significant is the Radio Frequency (RF) signal from an advanced meter?

Technology has rapidly advanced over the past decade to provide more efficient wireless technology. Our new advanced meters transmit for about 9 seconds per day using 900mhz radios. The old meters that are being replaced spend about 675 seconds per day transmitting the same data using the same radio frequencies.

Everyday devices such as cellular phones and microwave ovens typically produce far greater Radio Frequency (RF) output than advanced meters. In terms of RF output, RFMU's advanced meters typically compare very favorably to other common household wireless devices.

ADVANCED METER



BABY MONITOR
7 X greater



Wii REMOTE CONTROLLER
30 X greater



NINTENDO DS WITH Wifi
180 X greater



Wifi ACCESS POINT
400 X greater



CORDLESS PHONE
1,000 X greater



CELL PHONE
10,000 X greater



Q. When will my meters be installed?

We expect to begin installing the new electric and water meters beginning in mid 2019. The project is expected to run approximately three years.

RFMU ran a pilot project to install new meters at many businesses and a few residential homes. This project demonstrated the benefits of AMI technology and helped the RFMU team refine the processes used to implement the new meters.

Q. How can advanced meters assist in customer savings?

Advanced Meters, along with the new MyAccount web portal, will allow you to access timely information about your electric and water usage. This information will assist you in understanding usage patterns, observing overall usage, finding water leaks, and learning about ways to save water and electricity.

MyAccount will eventually provide custom alerts that are user controlled. These notifications will alert you to unusual water usage and water leaks. They will also provide high bill alerts for electric and water.

Alerts will help you manage your utility usage and bill by letting you know about potential water leak issues including running toilets, burst interior pipes, weeping irrigation systems, and more.

Q. How will the meters improve my utility service?

The Utility will be much more efficient and proactive.

When the power goes out, you won't need to call in. AMI electric meters will notify the Utility automatically so that our team can begin restoring power.

When you move, electric and water final reads will be processed from the office instead of waiting for a meter technician to manually read your meters. The Utility will also be able to reconnect customers more quickly after payment in a disconnect situation.

Q. Where can I find more information?

River Falls Municipal Utilities, a community-owned utility, is committed to keeping you informed about this important initiative. We will provide regular updates on the City's website, social media, bill inserts, and door hangers.

www.rfcity.org/AMI
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