



CITY CORPORATION

Russellville Water and Sewer System
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FOR IMMEDIATE RELEASE

April 13, 2015

City Corporation Begins Advanced Metering Installation

Wireless Water Meter Reading Improves Efficiency

City Corporation has contracted with Utility Metering Solutions (UMS) to install an advanced metering infrastructure (AMI) system. This innovative system will replace the current reading system with a wireless system that collects multiple remote readings per day, allowing for better leak detection, increased billing accuracy and improved customer service.

“Utility Metering Systems is a leader in deploying utility infrastructure systems and resource conservation measures. They support our commitment to maintaining a high quality of life for our citizens through cost-effective and innovative programs,” said Steve Mallet, General Manager of City Corporation.

“Advanced metering also supports our commitment to preserving and protecting our environment by reducing carbon emissions by taking meter readers off of the road, enhancing our ability to quickly detect and stop leaks, and providing customers with daily information on water use so that they can improve their efforts to conserve.”

This system works via wireless cellular technology to send readings and usage data to the utility and customer. This new equipment is sensitive and attached to the blue meter box lid by a cable. Removing the meter lid abruptly could damage the equipment. Damage to this equipment could result in a \$100.00 tampering fee plus time and material cost to replace this equipment. Therefore, it is strongly discouraged that anyone other than City Corporation employees open the meter enclosure. However, in situations where a problem could result in property damage, it may be necessary to shut-off the valve in the meter box. To minimize accessing your meter in this situation, the State of Arkansas Plumbing Code requires a shut-off valve be located on the customer line between the meter and the residence. This “customer shut-off valve” can be installed just past the meter for quick turn-off of the customer’s water supply.

Because changing out all of the meters will take approximately 6 months, City Corporation will attempt to notify customers prior to installation. However, UMS personnel will also directly notify customers at the time of installation and/or leave a door hanger regarding the status of the work performed. During installation, UMS staff will interrupt the customer’s water service for approximately 15 minutes. Before leaving the site, UMS staff will test the new meter by running about 10 gallons of water from an exterior hose or faucet. Door hangers will be left at the main entrance to the property informing the resident or business owner of the status of the visit (installation complete, installation pending; water was being used, or unable to access water meter).

The contractor’s employees have successfully completed a comprehensive background check. They will be supervised by City Corporation staff and carry proper identification. Additionally, contractor vehicles will also be clearly marked with the UMS logo and their staff will wear identifying shirts or vests.



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Once the equipment has been installed and the system becomes fully operational, customers will be provided with information on how to access and utilize the interactive software. This software will allow customers to monitor and/or troubleshoot their water usage via the internet.

This meter replacement project is fully funded through the recent rate and fee increases as approved by Russellville City Council. Based on previous studies, it is projected that this project will produce increased revenues to pay for the cost of the project in less than 6 years.

City Corporation appreciates your cooperation and support during this process. To learn more about this and other projects, visit our website at www.citycorporation.com.