



YOUR UTILITY METERS ARE BEING UPGRADED THIS IS WHY:

The City of Cartersville is helping to provide the tools you need to understand and control your utility usage.

Beginning April 19, the City of Cartersville utility technicians will be updating your utility meters with a new technology that will provide accurate utility usage data. 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 your home or business with this reliable system.

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 your cell phone does now. All meter reads then transmit to the City of Cartersville, where the information is processed within the billing system, giving you accurate up-to-date info.

REAL-TIME DATA

Your new meter will send **immediate alerts for water, gas, and/or electric** utilities. Data is gathered in real time and will be accessed by our Utility Departments, on-demand. This will **improve our operations** and give you the opportunity to know your 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 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.





FREQUENTLY ASKED QUESTIONS:

Why is the City of Cartersville changing their utility meter system?

Upgrading the system allows us to provide accurate data, which can, in turn, help you lower your bill and conserve energy. The new meters will allow us to have direct access to readings without having to send a technician out in the field.

What will the AMI system change about my utility bill?

While we cannot change the cost of your utilities, AMI will provide great insights regarding your utility usage. If you'd like to lower your bill, our Customer Service Team can determine when you consume the most water, electricity, and/or gas. Based on that information, you can make simple tweaks to help reduce your monthly bill.

Does this mean my bill will be increasing?

Not necessarily. In cases where rates remain consistent, the new meters will simply record consumption of your water, gas, and electricity usage more accurately. In some cases, your bill may increase, but only if the current meter is underreporting usage. Presently, the majority of customers are paying for the utilities they are actually using, while a few customers may be paying for a portion of actual usage. The new AMI system will ensure fairness for all customers from this point forward.

How will this benefit me?

With accurate AMI data provided, our Customer Service Team will be able to help you determine why your bill may be higher one month and lower the next. Along with consumption benefits, AMI helps identify and confirm potential leaks. The City is immediately notified by the AMI system and can address the issue before it becomes a bigger problem.

In the event of a power outage, our Utility Departments be able to access real-time data on the cause, as well as an expected timeframe as to when the outage will be remedied. On top of that, it will allow Cartersville Electric System to spot certain conditions, such as transformer overloading, prior to it causing an outage. The Water Department will be notified of leaks much sooner, so they can immediately address the issue. And the same goes for the Gas Department. If a leak is determined, they will receive an alert instantly and can take care of the potentially dangerous situation. All of this helps keep you in-the-know and keep our Utility Departments on the forefront.

Learn more about our AMI project:

cityofcartersville.org/amip

For any other questions about what you can expect as we upgrade our system, please contact our Customer Service Team at 770-387-5607 or [CLICK HERE TO SUBMIT ONLINE](#)

