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CITY OF CUYAHOGA  
FALLS, OHIO  
PERMIT #126

Come Join Us!  
AMR Project Kick-Off  
Cuyahoga Falls Library  
January 27, 2009 10 a.m.

## **AUTOMATED METER READING**

Updating meters to generate savings and improve service for the City of Cuyahoga Falls

To schedule an appointment  
Please Call  
1-866-734-3820



Check out our website  
[www.cityofcf.com](http://www.cityofcf.com)  
for continuous updates on this exciting project!

**Office of the  
Service Director  
330-971-8240**

## **What is Automated Meter Reading (AMR)?**

An initiative is underway to upgrade all residential and commercial electric and water meters. Implementing this technology solution, called Automated Meter Reading (AMR) system, will improve accuracy and lower operational costs of reading meters. AMR is a state-of-the-art technology that will enable the city to read electric and water meters without a physical visit to manually read a customers' meter. This technology allows data to be shipped back and forth between the customer and city utilities.

The City of Cuyahoga Falls is partnering with Johnson Controls to integrate this new, 100% automated citywide electric and water metering system. In addition, with the new automated technology, electric power outages and water leaks can be identified and serviced more quickly.

This process will start in the first quarter of 2009, and will take approximately 18 months to complete. Customers will be notified when an installation crew is scheduled to start working in their neighborhood.

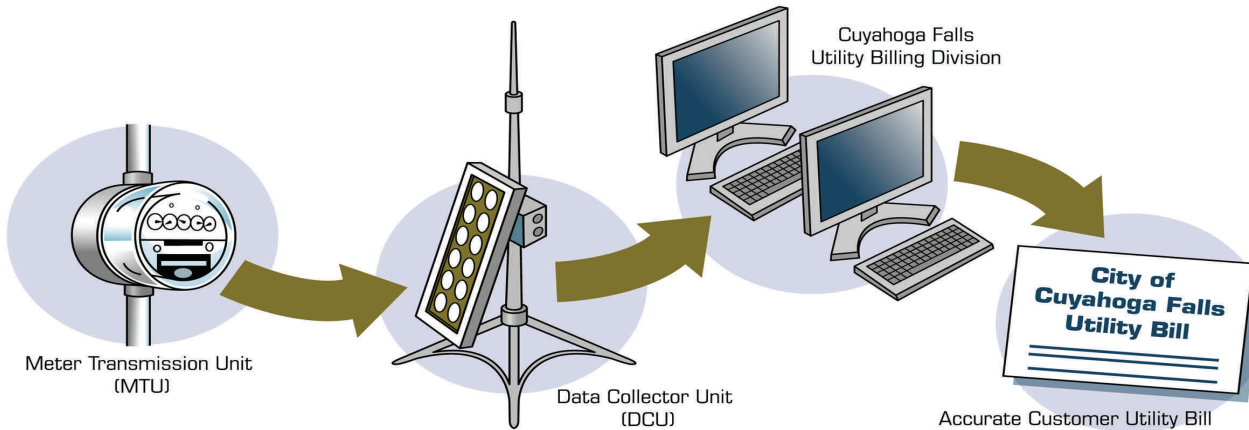


**Mayor Don L. Robart**

City of Cuyahoga Falls  
2310 Second Street  
Cuyahoga Falls, Ohio 44221



# How Does It All "Connect" ?



## Customer Benefits

- ◆ **Improved Billing Accuracy**
- ◆ **Virtually eliminates (or minimizes) estimated bills**
- ◆ **Proactive Leak Detection**
- ◆ **Eliminates need to enter customer's property**
- ◆ **Improved outage detection**

## **Frequently Asked Questions**

**Q: How does "Connect" benefit me?**

**A: It will improve customer service, the accuracy of meter reading and control costs all while improving efficiency.**

**Q: What is the time frame for implementation?**

**A: Installation will start in the first quarter of 2009 and will take about 18 months to complete.**

**Q: Is "Connect" accurate?**

**A: Yes, extremely accurate. The Meter Transmitter Unit (MTU) sends the current reading to the Data Collector Unit (DCU) on a daily basis. Hourly reads could be acquired if so desired.**

**Q: Will all water and electric meters be automated?**

**A: Yes, all customers are required to participate.**

**Q: Will my customer bills increase?**

**A: The "Connect" unit itself will not increase customer bills, however, consecutive,**

monthly readings may show a fluctuation in cost because it is measuring more accurately.

**Q: Who will be installing my new meter?**

**A: VSI, a contractor hired by Johnson Controls. VSI will send out notices indicating when they are in your neighborhood and will have proper identification on them when on site.**

**Q: Will I need to be present for the installation?**

**A: You will be required to be present for this if your meter is located inside your house. If you are not at home when a representative attempts to install a meter, a note will be left with a number to call to schedule an appointment.**

**Q: How long will this take to install?**

**A: For most residents, this will not take longer than 30 minutes. Your service may be interrupted momentarily.**

**Q: How much will this new system cost me?**

**A: There will be no additional cost to the customer for this system. This new system is substantially more efficient and more cost-effective alternative to manual meter reading.**

**Q: Am I required to have the "Connect" device?**

**A: Yes, all customers will be required to have "Connect".**

**Q: What information will be transmitted from my device?**

**A: The MTU will transmit readings along with your meter identification number; diagnostic information is also transmitted to ensure the unit is operating correctly.**

**Q: Is it my responsibility to maintain my new meter?**

**A: The City will continue to maintain the new system.**

**Q: Will my account information be secure?**

**A: Yes, only meter readings and numbers are transmitted. No personal information is transmitted as it is not part of the meter information or reads.**

**Q: Will it still be possible to view my meter reading?**

**A: Yes**

