



## **Mission Statement**

***H2GO is committed to assuring a quality of life for our valued customers by providing the highest levels of water and sanitary sewer services, from Source to Stream, in a safe and efficient manner.***

***As professional service providers, H2GO in cooperation with its community partners will comprehensively plan, develop, maintain and operate the District's utility systems in a customer service oriented and cost-effective manner.***



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## **Advanced Metering Technology**

## Can you explain the installation process?

The project includes replacing about 11,000 residential and commercial water meters with new, technologically advanced meters and registers that can communicate usage data via wireless technology directly to H2GO. All meters in H2GO's utility service area, including domestic water, irrigation and reclaimed water, will be read using the advanced metering system.

During the first phase of the project, crews with a verified, contracted group will physically conduct a visual inspection of a sample of nonresidential meters throughout H2GO's district to help determine specifications for the new system. Customers experienced no interruptions to their water service during the inspection. Installation of the new meter and communication module should take no more than 30 minutes in most cases, with your water service being unavailable for about 15 minutes of that time. H2GO and our contractors and consultants are committed to minimizing impacts from this important project and will, therefore, prepare and work according to reliable, updated schedules and ensure that interruptions in water service are kept to no more than 15 minutes in most cases. To ensure that the installation is complete, workers will briefly test the new meter.

While most work will occur within public rights-of-way and easements, H2GO will restore to original condition any private property impacted by the installation. Before temporarily interrupting individual water services, crews will make every effort to ensure that doing so will not impose an undo hardship on the customer. Such efforts will include observing the meter to see if water is being used and knocking on doors to contact those who may be inside.

## Do I need to do anything to prepare for the installation?

To help keep everyone safe, dogs and any other domestic pets will need to be kept out of yards during installation. Always keep meter box lids unobstructed.

## Who is doing the work?

The project will be managed for H2GO by a verified contractor to be determined at a later date, which will ultimately be responsible for the day-to-day execution of the project, including recommending equipment and materials, selecting vendors and contractors, overseeing installation, and ensuring the highest level of customer satisfaction. Contractors working on the project will carry proper identification and have successfully completed a background check. Contractors will not need to enter residential property, nor will they be asking for any form of payment from customers.

## How does the system work?

The system works via wireless signals sent from a small radio unit inside the meter box that is connected to the water meter. The meter radio unit sends readings to regional collector units that then transmit the meter reading data to receivers in H2GO's Office. Regional collectors will be located on existing water tanks, radio and cell phone towers located throughout H2GO's district. Each radio unit will send a 111-millisecond usage report from the meter to H2GO's office four times a day.

## How does this system benefit customers?

Currently, every month, H2GO has to manually drive by nearly 11,000 homes to read meters. The advanced metering system will take vehicles off the road, significantly reducing the district's carbon footprint. The project includes the addition of a new web-based reporting system that will allow customers to track their daily water use and learn about strategies for saving water and reducing their utility bill. This web-based system will be activated toward the end of the installation project, and citizens will receive detailed information on how to take advantage of its offerings. Thanks to its advanced technology and backup systems in the field, the new system will provide accurate, timely water use data regardless of weather conditions or power outages.

## Will this impact the homeowners side of the meter?

No, the homeowners side of the meter will not be impacted by these new meters and their installation.

## What happens with the current meters and equipment?

The existing meters being replaced during the project will be recycled or offered to other governments for reuse. As is currently the case, water meters, and radio units will remain the property of the H2GO and H2GO will continue to perform the required maintenance on these units.

## Will wireless technology affect my health or privacy?

The new meters will not negatively affect health or privacy. In fact, overall health will be improved and privacy enhanced by replacing vehicles and manual visits to your home with environmentally clean radio communication. The wireless portions of the system will be operated according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area. The transmitters use one-quarter of the power of a cellphone. The amount of exposure to radio waves decreases with the square of the distance from the source. Exposure to radio waves from smart meters is absolutely tiny compared to cellphones. In addition, transmission time for the units we are installing totals 15 seconds per day.

