

Meter Upgrades – System Wide Project Information Sheet

The Clermont County Water Resources Department is currently underway with a project that will replace and upgrade water meters to an Advanced Metering Infrastructure (AMI) System. This system will eliminate manual meter reads by wirelessly transmitting meter read information allowing for increased billing accuracy, better leak detection, and enhanced services to our customers.

Who is doing the work?

The County has contracted with HD Supply Waterworks to provide the AMI system. HD Supply's installer, US Bronco Services, will be conducting the meter replacement and upgrades for each property. The Clermont County Water Resources Department will oversee and inspect throughout the project.

What is involved in the installation process?

The project includes replacing approximately 41,000 water meters with new, technologically advanced meters and registers that can communicate water usage information via wireless technology directly to the County. The meters will be replaced over a two year period by US Bronco Services.

1-2 days prior to each meter upgrade, US Bronco Services will notify the customer by use of a door hanger slip. The day of the meter upgrade the installer will attempt to notify each customer shortly before the meter is replaced. The actual upgrade typically takes less than 30 minutes, with water service being unavailable for about 15 minutes of that time. For customers requiring continuous, un-interrupted water service due to health, business, or other reasons, the meter upgrade will need to be scheduled with US Bronco Services. Instructions on how to schedule the upgrade will be detailed on the door hanger slips.

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

Please ensure the meter box lid is unobstructed. If your meter is within a gated front yard then the installer will need access inside the gate to perform the upgrade. For the safety of the installer, please keep all pets away from the work area during the upgrade.

How does the system work?

Once a meter is upgraded it will begin transmitting water usage data. A series of strategically placed collector antenna fitted on County owned water towers and radio towers will collect the meter reads for the County's use.

What are the benefits of the new AMI system?

- Increased billing accuracy through electronically transmitted readings
- Better leak detection through hourly read analysis and notifications
- Enhanced services to our customers through reassignment of staff to other vital functions of the operations such as maintenance programs or emergency main break repairs

Will upgrading my meter cost me anything?

Existing water customers will not be charged for meter upgrades.

Will my water bill go up?

Your water bill will not increase due to the county moving to an AMI system; however, as a water meter ages it loses accuracy and will register a lower reading than the actual usage. Depending on the age of the water meter being replaced, water customers may see a slight increase in usage once their meter has been upgraded.

What should I do if I have a complaint or concern regarding the Meter Upgrades Project?

Please contact the Clermont County Water Resources Department Customer Service at (513)732-7970 or send us an email at watersewer@clermontcountyohio.gov describing the complaint or concern and include the property address it pertains to.

Meter Upgrades Installer Vehicle Identification

