

Water Meter Replacement Project



Your Water Meter is Being Replaced

Beginning in December 2016, Burnsville will begin replacing all – approximately 16,700 – of the City’s water meters in homes and businesses. The project will take place over two years, with the hope that all meters will be replaced by the end of 2018.



Next Generation Water Meters

Since the early 2000s, all Burnsville residences and businesses have been equipped with automated meters. Rather than needing a “meter reader” or self-reporting – the system automatically transmits data to a utility worker driving through City streets.

Your new meters will take that technology one step further, and will allow for two-way, electronic communication between your meter and Burnsville’s Utilities Department.

The new system will provide many benefits – including ***a 20-year life expectancy, real-time data on water usage and real-time leak detection.*** It will also allow meters to be read more efficiently, and more cost effectively.

What to Expect/Prepare for Installation

The City is working with *HD Supply Waterworks* and *Utiliuse* to purchase and install new *Sensus* water meters.

You will receive a postcard notification from the City or Utiliuse at least 30 days before installers will be in your neighborhood. The postcard will include instructions on how to schedule your meter replacement. You may also be asked to schedule an appointment directly by an installer, or from a doorhanger left at your home.

Because your water meter is indoors, installers will need access to your home or business. ***All installers will have completed training and background checks. Installers will also have City-issued IDs and will drive marked vehicles.*** An adult will need to be present during the appointment, which will take approximately 30-45 minutes. During this time, your water service will be briefly interrupted.

More information and a short video explaining the installation process is available online at www.burnsville.org/meterreplacement.

Answers to Frequently Asked Questions are available on the back of this handout.

English: This report contains very important information. Translate or ask someone who understands it.

Spanish: Información importante. Si no la entiende, haga que alguien se la traduzca ahora.

Russian: Этот документ содержит важную информацию. Если вы не понимаете, то пожалуйста найдите кто-то для того чтобы помочь перевести для вас.

Hmong: No yog daim ntawv tseemcee. Yog koj tsis totaub, nrhiav neeg pab txhais rau koj kom sai sai.

Frequently Asked Questions About Water Meter Replacement

Q. Why is my water meter being replaced?

A. Water meters are necessary to determine how much water is used by residents/businesses. The existing meters are at the end of their life cycle (approximately 15 years). Meters tend to slow down and become less accurate as they age, and existing meters are also not compatible with the City's new meter read system, which uses Advanced Metering Infrastructure (AMI).

Q. What is Advanced Metering Infrastructure?

A. Advanced Metering Infrastructure (AMI) is a system of transmitters, towers and receivers that allow your water usage data to be sent using a radio frequency signal. This will allow for two-way electronic communication between your meter and utility staff. Your old meter used similar technology to transmit data to a utility worker who drove by your home or business.

Q. When will my meter be replaced?

A. You will receive a postcard, phone call, in-person visit or doorhanger asking you to set up an appointment.

Work will be performed between 8 a.m. and 5 p.m. Monday through Friday. A limited number of appointments will be available on select Saturdays and after business hours.

Q. What exactly is being replaced?

A. Your existing water meter will be replaced with a new water meter and new radio-read device. The radio-read device will be mounted in the floor joists or ceiling near your water meter. The City will maintain ownership of the meter and radio-read device.

Q. What are the benefits of the new meters?

A. New meters will save time, prevent recording errors, provide better leak detection and allow for more accurate and faster collection of water usage readings than the current drive-by technology.

Q. Will my water service be interrupted during the installation?

A. Yes, but only briefly – typically 15 to 30 minutes while the meter is being replaced. When your water service is restored, you may experience a brief period of air or discolored water. In most cases, briefly running your cold water will clear this situation.

Q. How much will the new meter cost?

A. You may have noticed a fee on your current utility bill listed as "Meter Replacement Charge." The City is using this small, per-customer fee to fund meter replacement. There is no fee for the new meter at the time of installation.

Q. Will my water bill increase?

A. Possibly. As meters age they tend to run slower and lose accuracy over time. The new water meter will accurately measure the water that you use. All new meters are tested prior to delivery by the manufacturer to ensure that they register properly. If you see a higher bill immediately upon the new meter installation, and you have not changed your water use pattern, it is likely the old meter was running slow or you have a minor leak that was not registering correctly through the old meter.

Q. What if there is a leak at the meter or problems after the meter is replaced?

A. Please call the Water Department at 952-895-4550. In an after-hours, holiday or weekend EMERGENCY, please dial 9-1-1, and dispatchers will contact the department on your behalf.

Q. Will the electronic device on the meter interfere with other electronic equipment?

A. No. The radio transmission operates in compliance with Federal Communications Commission (FCC) regulations to avoid interference with other electronic devices. Your old meter used similar radio-read technology to transmit data.

Q. Is the data being transmitted secured?

A. Yes. Data transmitted from the meter through the system is encrypted through the entire process. It is running on a fixed network and will be transmitted electronically using City-owned fiber optics.

