



**City of Mesquite
Water Meter Conversion Project
Frequently Asked Questions
September 20, 2021**

Why is my water meter being replaced? In the fall of 2021, the City of Mesquite began a meter conversion project for all of its residential and commercial water utility customers. It is expected to take two years to replace all of the 42,000 meters throughout the City’s water utility system. The City is working with the company Ameresco, and their subcontractor Pedal Valve (PVI), to replace outdated manual meters with upgraded meters as part of an Advanced Metering Infrastructure (AMI) project. This AMI water meter project will upgrade and modernize the City’s water billing infrastructure.

How much will this new meter cost me? Customers will not be charged for the new meter. The City of Mesquite will incur all costs for the new meter, the installation of the meter and repairs to the meter area from damage caused by the installation.

What is “AMI”? AMI stands for Advanced Metering Infrastructure. These new AMI meters consist of a water meter with a low-powered communication device/radio that is continuously recording usage and the radio sends a meter reading to the city through a secure network every 6 to 12 hours.

How will this AMI meter benefit me? With this AMI water meter project, customers will have access to more frequent detailed information about water consumption, enabling them to have better control over their water usage and monthly bills. As the new meters are installed and tested, customers will be sent information on how to access and use the new technologies that come with the new system.

How long will it take to complete the installation of a new AMI water meter? In most cases, less than 30 minutes.

When will this work be performed? In most cases, the work will be performed Monday - Friday from 7 a.m. to 7 p.m. There may be some work performed on Saturday.

How do I know who is authorized to do the work? Ameresco and PVI employees will be properly identified with their company logo on their vehicles and uniforms. Here are some examples of the uniforms and vehicles you will see in work areas as they progress throughout the city.



Will I be notified before work begins? Yes. Customers will be mailed notices that work is scheduled to begin in their area. Signage will be placed in the work area as work crews begin to install new meters in that location. Before starting the replacement process at a residence, a member of the installation team will give a courtesy knock on the front door. If a customer answers the door, the team member will explain the process and ask that the customer not use any water for approximately 30 minutes during the installation. If there is no response, and before beginning the installation the team will attempt to determine that water is not currently being used. If it is determined that water is currently in use, the team will proceed with work on another customer meter and return to re-attempt the installation.

Will I be notified if the installation was not completed in my neighborhood? Yes. Work crews will place a door hanger at the residence to indicate the installation process has begun on replacing the water meters in the neighborhood but due to scheduling or the availability of supplies the installation process will require a return visit to your property to complete the new meter. This temporary pause in the installation process will not disrupt water service to the customer.

Will I be notified if the installation of my meter was not completed? Yes. Work crews will place a door hanger at a residence if they are unable to access the meter location or need the resident's assistance in other ways before the box and meter can be changed out. This may include the meter being behind a locked gate, unsecured dog or other obstructions that prevent crews from performing their work.

Will I be notified after work is completed? Yes. Work crews will place a door hanger at the residence once the new meter is set and it will provide instructions to follow on flushing your lines.

How long will I be without water? In most cases, there will be an interruption of service for approximately 15 minutes during the change.

Does Ameresco, PVI or City of Mesquite employees need to come inside my house? No, they do not need to enter your home. If the water meter is behind a fence, workers will need access to that part of the property. Ameresco, PVI, or City of Mesquite employees will not have to enter homes at any time to perform work.

Is there any special care or maintenance that I need to do to my new AMI meter? No, your new meter does not require any maintenance by the customer. The City of Mesquite will take care of all maintenance.

I still have questions, where can I get additional information? To learn more about this water meter project, visit www.cityofmesquite.com/MeterProject. If you have any questions, please email us at MeterProject@cityofmesquite.com or call our Utilities Division at 972-216-6278.