

AMI FAQs

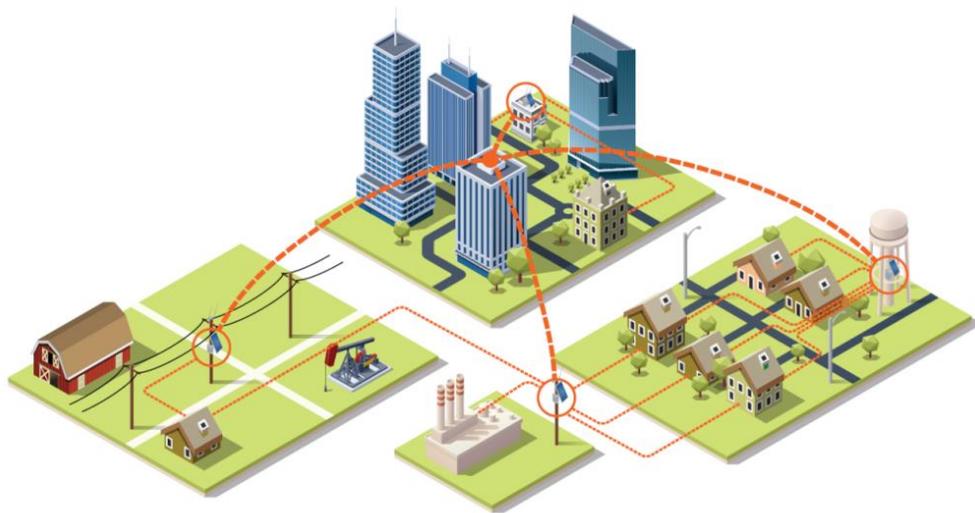
1. What is AMI?

Advanced Metering Infrastructure (AMI) is an automated and efficient meter reading technology that is being implemented across the United States at many water, electric, and gas utilities. This technology allows Missouri American Water to wirelessly gather water usage data for billing purposes eliminating the need to visit 340,000 homes and businesses in St. Louis County to read meters.

2. How does it work?

Missouri American Water has contracted Aclara Technologies to install the AMI network and other field technologies starting in 2016 through 2020. The major components of the Aclara system include:

- **Meter Transmission Units (MTU):** A device that is wired to each customer's existing water meter, allowing it to securely communicate encrypted hourly water usage to a data collection unit. The data travels over a dedicated wireless communication channel, operating under FCC guidelines. The MTUs will have no impact on the operation or life of the water meter. There will be approximately 340,000 MTUs installed in St. Louis County as part of this program.
- **Data Collection Units (DCU):** A series of devices that collect the water usage data transmitted by MTUs and send the data to Missouri American Water. There will be approximately 420 DCUs installed on water tanks and other locations in St. Louis County.
- **Network Control Computer (NCC):** A company software program that securely stores usage data, automatically flags issues identified in the field, and communicates quarterly usage data to Missouri American Water systems for billing purposes.



3. How does this new technology impact me?

You should not notice any changes to your water service or water bill due to the installation of the AMI device.

There are several benefits to the AMI system:

- AMI will provide more timely notification of metering issues for customers

- Reduced utility truck travel will also benefit the community through reduced carbon emissions
- Installation of this system will allow Missouri American Water to better target water system improvements where they are needed most throughout St. Louis County.

4. Who owns the meter and the new AMI device?

The AMI device and your water meter are owned by Missouri American Water. In St. Louis County, customers own their exterior water service line that connects their property to the water main, the outside meter pit, the outside water shut-off device and their inside plumbing.

5. What is the cost?

There is no direct cost to customers for the installation of the AMI device at your home or business.

Missouri American Water invests about \$50 million to \$100 million annually in improvements to the St. Louis County water system – from replacing aging pipes to upgrading water plants. The AMI project is part of this investment. We are making this investment in the new AMI meter reading technology to reduce the expense of manually reading about 340,000 meters in St. Louis County every quarter.

As the AMI project is completed, we will submit the cost of this project and other investments to the Missouri Public Service Commission to request that the cost be recovered in customer rates over time. The Commission will set our rates based on their audits of these costs, as part of their normal rate-setting process.

6. How will Missouri American Water use my water usage data?

The data is only used for Missouri American Water's customer billing and network monitoring. The AMI system collects hourly water usage information, via secure, encrypted hardware and software. The data is secure, protected and safeguarded by Missouri American Water customer privacy practices.

7. What are the vendor safety and installation requirements?

Missouri American Water takes safety very seriously -- for customers, employees, and contractors. Our crews and our contractor partners will install these meter upgrades. All contractor partners are required to meet the same stringent background checks, strict safety guidelines and high standards of professionalism as Missouri American Water field staff.

8. How does this benefit our water system?

This technology can enable a number of immediate short term benefits for the St. Louis County water system including:

- Increasing meter reading efficiency, improving field safety, and reducing meter reading costs
- Improving meter reading accuracy and reducing the number of estimated bills to customers
- Increasing system monitoring diagnostics which will help to detect and repair leaks, enhance equipment maintenance plans, increase operational efficiency and improve overall water system reliability

9. Where do I go for more information?

- If you have general questions about the AMI program, you can email our project team at stlmeterupgrade@amwater.com or contact the Missouri American Water customer service Center at 866-430-0820. Customer Service Representatives are available from 7:00 a.m. to 7:00 p.m. to answer your questions. (Emergency service is available 24/7).

If you have questions about scheduling the AMI installation for your indoor water meter, please contact Scope Services, our installation contractor, at 1-855-896-5314.