



CONCORD PUBLIC WORKS

Water & Sewer Division

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Water Meter Exchange Project – Overview and FAQs

About the Project

Concord Public Works (CPW) is upgrading the Town's existing water meters to a new Advanced Metering Infrastructure (AMI) system. This upgrade will replace the current, aging meter technology with a modern system that allows two-way communication between CPW and its water customers.

The AMI system will automatically and securely transmit water usage data to CPW, improving billing accuracy, system reliability, and customer service—while also supporting the Town's water conservation goals.

The new meters will replace the current Automated Meter Reading (AMR) or “drive-by” system, which requires a vehicle to collect readings monthly. Once the upgrade is complete, meter readings will be gathered remotely and in near real time.

What is Advanced Metering Infrastructure (AMI)?

Advanced Metering Infrastructure (AMI) is a system that uses two-way wireless communication to automatically collect and transmit water usage data.

Instead of requiring a meter reader to visit each property, AMI meters securely send data directly into the Town's utility billing system. This allows for more accurate, efficient, and timely billing while providing valuable insights into overall water use patterns.

Why is CPW Upgrading to AMI?

The Town's current Automated Meter Reading (AMR) system is becoming outdated and less efficient to operate. Upgrading to AMI will improve service reliability, enhance operational efficiency, and provide customers with better information to manage their water use.

Benefits of the AMI System

- **Remote Data Collection**
AMI meters transmit data wirelessly, allowing CPW to monitor water usage in near real time. This eliminates the need for monthly drive-by readings or manual on-site visits.
- **Improved Billing Accuracy**
With more frequent and precise data, the new system will improve billing accuracy, reduce the need for estimated bills, and allow faster resolution of billing inquiries.
- **Operational Efficiency**
Remote data collection reduces field visits and utility truck trips, lowering operational costs and greenhouse gas emissions.
- **Leak Detection**
The AMI system can detect continuous or unusual water flow, helping CPW and customers identify potential leaks early and avoid costly water loss.
- **Customer Insights**

In the future, customers will have secure access to detailed water usage data. This will help households and businesses better understand their consumption habits and make informed decisions about conservation.