



BOROUGH OF RED BANK

ADMINISTRATIVE DIVISION

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Borough of Red Bank Begins Installation of Replacement Water Meters and Meter Interface Units

Dear Red Bank Borough Water Customer,

The Borough is implementing a mandatory water meter upgrade program by replacing the old meter reading system with new water meters and meter interface units at every property served by the Red Bank Water Utility. The new meters will allow the Borough to implement a more efficient reading system and thereby reduce reading and operational labor costs. The new meter reading system will also be less intrusive to customers by eliminating the need for a meter reader to access their property.

The project is anticipated to begin in October of 2016 and will take approximately ten months to complete. The cost of the new meter, meter interface units, and the installation of the meter and meter interface unit will be borne by the Borough. The cost of any additional work that may need to be completed, such as the installation of a code required electrical bonding wire around the meter will be charged to the resident at \$35 per installation. The bonding wire is required to comply with the National Electrical Code and is necessary to ensure the safety of your home and anyone working on or around the water meter.

The Borough has hired, as a result of a public bid, National Metering Services, Inc., who will be responsible for the installation of the replacement water meters and meter interface units. The contractor will be sending out notices to each property owner to schedule an installation appointment. **All contact and scheduling information will be included in these notices.** We are requesting that you please **contact the Contractor as soon as you receive your notice to schedule an appointment at a time convenient to you.**

All installation technicians will have appropriate photo identification and be uniformed with the National Metering Services company logo attire. You may call the Contractor or the Borough to confirm that the contractor is working in your neighborhood.

The meter reading system will be upgraded to an AMI (Advanced Metering Infrastructure) system. Water system awareness and customer service will improve tremendously.

The advantages to having an AMI system are as follows:

- 1) **Instantaneous Readings** – Final readings are instantaneously transmitted eliminating the need to schedule appointments for final readings.

- 2) **Leak Detection** – The AMI system will automatically notify the Borough of abnormal non-stop continuous use. We will then be able to notify the customer quickly to avoid wasted water and higher bills. It currently takes a full 3 month billing cycle to detect high usage and notify the customer, often resulting in extremely high bills.
- 3) **Reverse Flow Tampering Notifications** – The AMI system would notify us of meter tampering.
- 4) **Proactive Maintenance** – In the event of malfunction the new meters will generate reports to indicate where maintenance is needed. Currently, it may take multiple cycles to correct a problem.
- 5) **Stopped Meter Notification** – In the event the meter stops operating the system is notified which facilitates rapid replacement. It currently takes three plus months to verify a stopped meter.
- 6) **Avoid Billing Disputes** – The system provides at least 96 days of readings in 15 minute intervals that are always available allowing billing disputes to be quickly resolved. Daily readings will be stored even longer.
- 7) **Greatly Improved System Awareness** – The continuous information stream allows us to have a much better understanding of when and where water is used in the system. This information will become very valuable for future projects such as water main rehabilitation.

Public Informational Meetings will be held to provide our customers more information about the project. The Informational Meeting schedule is as follows:

- **Tuesday October 4, 2016 at 1 PM at the Red Bank Senior Center located at 80 Shrewsbury Avenue**
- **Friday, October 7, 2016 at 10 AM in the Red Bank Council Chambers located at 90 Monmouth Street**
- **Monday, October 10, 2016 at 6:30 PM in the Red Bank Council Chambers located at 90 Monmouth Street**

The Borough would like to thank you for your cooperation as we modernize our meter reading system to better serve you.

Very Truly Yours,



Clifford M. Keen, CPWM