



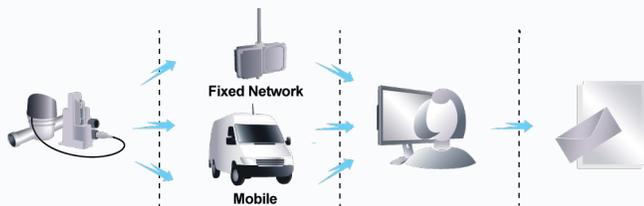
Frequently Asked Questions

WHAT IS THE BALTIMETER PROJECT?

The BaltiMeter Project is the upgrading of the Baltimore City and County water metering infrastructure and water meter reading system.

HOW DOES THE BALTIMETER TECHNOLOGY WORK?

A small transmitter is attached to each water meter which wirelessly transmits water usage. This data is then collected and uploaded into the billing system.



Water Meter with Transmitter Module Reading Collection Equipment Customer Water Billing Systems Water Bill

HOW WILL THIS WATER METER UPGRADE BENEFIT CUSTOMERS?

The current system is very old and inefficient. The new system will bring both direct and indirect benefits to customers, such as:

Greater meter reading and billing accuracy: Without the possibility of manual read errors, the meter readings will be accurate and reliable.

Elimination of estimated bills: Meter readings will be able to be obtained under conditions that have typically prevented a meter reading in the past. This includes inaccessibility of a meter due to weather events (e.g., snow, ice) or other meter vault access obstructions (e.g., vehicles, animals).

Enhanced customer service: Detailed and timely knowledge of the customer's usage improves the ability of the Customer Support and Services Division to assist the customer in understanding his/her bill and to quickly resolve questions and issues.

Reduced water loss: With continuous monitoring, leaks and unexplained water usage can be quickly detected and addressed.

Enhanced operational efficiencies: Less time and manpower will be spent performing field checks of meters and billing adjustments.

cleanwaterbaltimore
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WILL INSTALLERS NEED TO ENTER A CUSTOMER'S HOUSE, APARTMENT, OR BUILDING TO INSTALL A NEW WATER METER?

No. Generally, installers will not need access inside a dwelling in order to make this upgrade. If the water meter is in a secured location (i.e. behind a locked fence) or if the service is to a commercial account, the installers will coordinate with customers to make an appointment to do the installation.

WILL THIS REQUIRE STREETS TO BE DUG UP TO INSTALL THE NEW WATER METER?

No it should not. The existing meter will be removed and the new meter and transmitter will be put in its place or the existing meter will be upgraded. If there is a condition that exists that will prevent installation or upgrade, DPW will perform the necessary work to resolve any issues.

WHAT OTHER CHANGES CAN CUSTOMERS EXPECT WHEN THE METERS ARE CHANGED/UPGRADED?

Most customers will receive a new water meter lid, made from a durable composite material, which allows the radio signal from the meter to pass through.

WILL THE SYSTEM COST CUSTOMERS MORE?

There is no installation charge for this upgrade. The cost of installing these new meters was built into the current three-year rate structure.

WILL THIS UPGRADE INCREASE MY BILL?

The new water meters will improve the accuracy of water usage readings. It is possible that bills received after the new water meter installation/upgrade may be higher if a customer had previously received estimated bills or if a customer had an older meter that was not registering all of the water that was passing through the meter.

ARE THERE HEALTH CONCERNS RELATED TO THE USE OF THIS TECHNOLOGY?

No. This system uses very low-frequency radio waves. Various studies have indicated that this exposure level presents no harmful side effects.

ARE THERE MEASURES TAKEN TO PROTECT A CUSTOMER'S SECURITY WITH THE USE OF THIS NEW TECHNOLOGY?

There are security measures in place to protect water use data. Security policies for use of customer data are in place and periodically reviewed and updated. Information transmitted contains the meter serial number and consumption data. No identifiable homeowner information is transmitted.

CAN CUSTOMERS OPT OUT OF GETTING A NEW METER?

No. This is part of a comprehensive program and all customers are included.

WHEN WILL THIS METER UPGRADE WORK BE DONE?

The BaltiMeter Project began in December 2013. The meter replacements are scheduled to be fully operational in Baltimore City by April 2016, and to be fully operational in Baltimore County by April 2017.

For more information, please click on the BaltiMeter tab on the project website www.cleanwaterbaltimore.org, email us at publicworks@baltimorecity.gov, or call 311 (for City customers), or call 410-396-5352 (for Baltimore County customers).



New, more accurate water meter