Advanced Metering Infrastructure - FAQs

How do you know that the reading is accurate?
AMI technology is state-of-the-art. The reading at the meter is converted into a digital format using technology that has proven to be highly reliable and secure.

How will AMI benefit me?
Town water customers will have access to the AMI web portal that allows easy access to information about your water consumption, compare current usage to previous periods, and set email and text alerts to achieve conservation goals. It will also allow for more immediate detection of system issues or residential leaks.

How will I know that you have my meter reading and not someone else’s?
The transmitter that sends your meter reading has a unique identifier that is sent along with the read meter data. This identifier is compared electronically to your account record to ensure that the meter reading matches the meter assigned to your account.

Are there health concerns with radio signals?
No. The power and duration of the radio signal is too low to pose a health risk. The products that make up the AMI system are stringently evaluated for safety and meet all standards established by the Federal Communications Commission (FCC), and Institute of Electrical (IEEE) and Electronics Engineers. See specification sheet for more information.

Will the radio transmitter interfere with my television, computer, cordless phone, garage door, pacemaker or other electronic devices?
No. The technology operates as a very low-powered signal that is regulated by the (FCC) against interference. It is unlikely that it will interfere with the operation of other electronic devices. See specification sheet for more information.

Will there be any difference in the delivery or quality of water after my meter upgrade?
No. You will continue to enjoy the same high-quality water you have come to expect from the Town of Weston.

Will my water bill go up?
AMI technology ensures that customers pay only for the water they use. Older meters may not have recorded all water used, so some customers may see an increase in their water bill. This is because the new meter is measuring water usage accurately. The web or mobile interface will allow residents to monitor daily water usage.

When will my installation occur?
Installations will be completed gradually in 2019 and 2020.
**How will I be notified of the installation?**
For customers with an outdoor meter (pit), a mailed letter will be sent approximately two weeks before the planned installation, followed by a door hanger after the installation. For customers with an indoor (basement) meter, the mailed letter will provide you with information to contact the Town’s contractor, Baystate Winsupply Co., to schedule an appointment for the installation. Please do not ignore this letter.

**How long will installation take?**
In most instances, installation should take less than 30 minutes. The installer will have a photo identification badge and drive a clearly marked vehicle. If there are any doubts, call Baystate Winsupply to verify your appointment.

**Will water service be interrupted during installation?**
In a few cases, water service will be turned off for 15-20 minutes. The installer will make certain that service is restored before leaving your home.

**I have a finished basement; can I still have AMI installed?**
Yes, as long as access to the meter is provided. The Town of Weston’s DPW and Baystate Winsupply Co. will work with you to install an endpoint transmitter.

**Who can I talk to more about this?**
Public questions may be directed to the Public Works Department, 781-786-5100