

Garden Ridge Water Company – AMI FAQ's

Garden Ridge AMI System with Smart Water Meters



About the Project

What is the Garden Ridge AMI System?

The Garden Ridge AMI System with Smart Water Meters will replace the current water meters with electronically read meters connected to a wireless network. A customer portal will provide daily water use data and custom notifications. The upgrade to the City's water infrastructure is an investment in the future of our community.

What are the benefits?

- Customized Notifications – Sign up for custom notifications if your water use suddenly increases, indicating a possible water leak.
- Daily Water Use Updates – Your data is at your fingertips. Know how much water you are using the day you use it.
- Water Budgeting Feature – Sign up for alerts if your water usage is exceeding your threshold. This would be especially helpful to detect a leak early, or if there is an issue with an appliance.

How is the project being funded?

The Garden Ridge Water Company is committed to affordability for our customers and is using reserved City Funds to fund the AMI System.

How does the system work?

1. A new digital meter will be installed at each home or business.
2. Water use will be collected and transmitted daily to a customer portal via a secure wireless connection.
3. Customers need to sign up for the customer portal, where they can track water use and get alerts when water use increases, or possible leaks are detected.
4. Customers will continue to receive a monthly bill for utility services.

When will a new meter be installed at my address?

The Garden Ridge Water Company will install 1,700 new meters throughout December 2020. Customers will be notified prior to their scheduled installation.

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Meter Installation

Do I need to do anything before my new meter is installed?

Check the area around your meter box. Please clear landscaping, personal water sensors or other items that are blocking access to your water meter.

How can I request a new water meter at my home or business?

There is no need to request a new meter. We are working to replace every customer's meter by the end of December. The Garden Ridge Water Company will notify customers prior to their scheduled installation with a mailer and doorhanger.

Will the new meters be installed in the same location as the current meter?

Garden Ridge Water Company plans to install new meters in the same location.

Will there be a disruption in water service during the installation of the meter?

During installation, your water service will be off for about 20 minutes. A city employee will knock on the customer's door prior to installation to provide notification. Crews will also leave a door hanger notification when installation is complete.

Do I need to flush my water line after the new water meter is installed?

It is not required because the installation crew will clear the lines from outside. You may run your kitchen sink faucet for 2 minutes after the installation if you desire.

What meter is being installed?

A Kamstrup ¾" flowIQ 2250 meter, which is free from lead and other heavy metals, will be installed in residential homes. Commercial meters will receive the size meter that was engineered for that establishment.

Will this new meter change my water service?

No, there will be no difference in your water service. The average home with irrigation uses 15 gallons per minute and the new meters have an average of 30 gallons per minute.

Who will install the new meters?

Garden Ridge Water Company is working with Kamstrup to install customer meters. A City employee will supervisor the crew during the entire installation process.

Why are the meters being replaced?

The current meters are not compatible with the advanced metering infrastructure system.

Does my meter have to be replaced or can I opt out?

All meters must be replaced to be compatible with our new system. You may not opt-out from having your meter replaced.

System Operations

Will my water bill increase when a new meter is installed?

The new meters will accurately measure water use and will bill you for no more than the water that you use. Some customers may notice an increase in their monthly water use because your water use is more accurately tracked. Customers will have new tools to monitor their water use and take actions to manage their water consumption.

Who pays for the electricity for the new meter?

The meters will be powered by a battery that typically has a 20-year lifespan. Garden Ridge Water Company will be responsible for replacing the battery when necessary.

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What if someone hacks into the new system? Will they be able to turn off my water service?

Garden Ridge Water Company is installing meters that do not have the capability to remotely turn off water service. The data transmission system is individually encrypted and anonymous to help protect against intrusions.

How will the meter data be transmitted?

Data will be transmitted by radio frequency. Radio frequencies are non-ionizing and are safer than the IR light in your TV remote, cellphone, or even your microwave.

Is it safe for people to be around the equipment?

It is safe to be around the equipment. The power source is equivalent to two AA-batteries. The batteries are sealed in water-proof epoxy. The new meters are no different than the current iPerl meters with respect to safety, as the only difference is the transmitting frequencies.

Customer Portal

How can I access the customer portal?

The customer portal called H2O Analytics is currently under development. We will provide instructions to customers when it is available, which is expected in November.

Will I get notification if I have a leak at my home?

Yes, when the customer set up their notification preferences, they can receive an alert of consumption that exceeds their thresholds and for a burst pipe. The Garden Ridge Water Company will also monitor daily usage for customers and contact them for a possible leak.

How long will it take for water use data to show up in the customer portal?

Data should be available within 4 hours of consumption.

Can I pay my utility bill on the H2O Analytics portal?

There will be a link to the Garden Ridge Utility payment page where payment can be made.

More Information

Who do I contact if I have an issue with my water service?

Please contact Garden Ridge Water Company's 24-hour number at 210-651-6831, if there is an issue with your water service.

Who do I contact about an issue with my bill?

Please contact the City of Garden Ridge at water@ci.garden-ridge.tx.us or 210-651-6632.