



AMI "SMART METER" INSTALLATION AND REPLACEMENT PROJECT

In partnership with FATHOM, the City of Arcadia has been working to implement an Advanced Metering Infrastructure "AMI" system. FATHOM has overseen this project and has already replaced the water meter on your property. FATHOM replaced nearly 4,000 meters between March 29, 2018 and June 20, 2018, and the accompanying AMI equipment was fully in-place on June 22, 2018.

Please Note: There was no charge for the new meter. This project was completed as a part of the city's commitment to bring you the latest tools and technology to manage your water usage.

AMI technology provides automatic, accurate, and consistent water meter reads without the need for manual meter reads and manual data entry. The new meters are read with information transmitted by radio signal and are much more accurate with far fewer errors. With AMI, water consumption data is recorded on an hourly basis giving you much more insight than one read per month.

AMI was implemented to improve water conservation and provide the data required to better manage water usage throughout the city. Arcadia took this a step further by partnering with FATHOM who uses the **meters and AMI system to provide timely and accurate meter reads that are automatically logged into billing software**. Additionally, FATHOM provides the city with advanced, ongoing data analysis which drives even more accurate and convenient billing and bill payment. **Finally, and most importantly, FATHOM allows Arcadia to provide a platform through which residents can accurately track their water usage.**

We hope giving our residents a way to track their hourly or daily usage helps all to recognize the value of this resource. Water is a limited resource, and careless consumption impacts Arcadia's sustainable future and ultimately, your pocketbooks. By **putting this data into your hands, our goal is to make you true consumers of water.**

Other benefits of AMI include:

- Meter reads obtained from network are immediate, consistent, and accurate
- Human error is removed; eliminating costly misreads
- Increased accuracy with reads
- On-request reads through the network = Significant savings (i.e. automatic move-in/move-out reads)
- Water leak, theft, meter tampering and high usage detection
- Provides valuable tool for [city] to manage water usage and facilitate conservation

All Arcadia water utility customers have access to see and manage their water usage through the Customer Portal. First, you will need to make sure you have signed up for an **online account** which can be accessed at: <https://arcadia.u2you.gwfathom.com/>



Addressing Customer Concerns

PRIVACY

The FATHOM platform is completely secure. Your data will not be shared or sold. Your information is available to you, and to customer service to help with any questions or issues you may have.

HEALTH

Meters that rely on radio frequency (RF) to relay information are increasingly under scrutiny as being safety hazards; specifically, there is sometimes customer concern over the impact of RF from meters and the associated electromagnetic radiation on human health. Meters that use RF for AMI/AMR systems use the same kind of radiofrequency waves that cellphones and Wi-Fi devices use to communicate information to the utility server, and the overall amount of exposure people experience from these meters is generally much lower than the amount they are exposed to from other sources. The American Cancer Society has done some research and recently released a short report that states: "RF radiation doesn't have enough energy to remove charged particles such as electrons (ionize), and so is called non-ionizing radiation. Non-ionizing radiation has enough energy to move atoms in a molecule around or cause them to vibrate, which can lead to heat, but it can't damage DNA directly." Additionally, some customers have expressed concern over thermal effects and electromagnetic hypersensitivity, but reports indicate that these sensitivities would be extremely rare among customers.