

## **Norman MIP - Frequently Asked Questions (FAQs)**

### **1. What do I need to do for my meter upgrade?**

You do not need to take any action. The City and Utiliuse will complete all water meter upgrades.

### **2. When can I expect my meter upgrade?**

Upgrades will begin in fall 2024 and are expected to be completed within two years. Upgrades will be done in several phases by the authorized contractor.

### **3. How will I be notified about my meter upgrade?**

Water system customers will receive an overview letter at the beginning of the program and a reminder postcard prior to your meter upgrade. Following installation, a door hanger will be left at most properties.

### **4. How can I identify the meter installers?**

Meter installers from our authorized utility contractor, Utiliuse, will have clearly marked vehicles, wear uniforms, and carry valid photo IDs. See images below.



**5. Do I need to make an appointment for the meter upgrade?**

No, appointments are not necessary.

**6. What time will the meter upgrades occur?**

Meter upgrades will occur Monday to Saturday from 8 a.m. to 6 p.m.

**7. How do I know if my meter has been upgraded?**

The meter installer will leave a door hanger indicating if your meter was successfully upgraded.

**8. Will the meter upgrade disrupt my water service?**

There will be a brief water service interruption as a result of the installation process which should last no longer than 30 minutes. Due to calcium build up that can be found around water meters, running water to clear lines following installation is advised. If an outdoor spigot can be easily located outside of any fences on your property, installers will attempt to run water to clear lines for the customer. If this is not possible, customers are advised to run outdoor spigots to clear lines of any particulates. Indoor faucets may be run as an alternative; running cold water in a bathtub is recommended. Customers may also observe air in their lines at other faucets in the home, which can be resolved by briefly running these faucets.

**9. Will I be charged for the meter upgrade?**

There is no charge for the meter upgrade.

**10. Will the City still need to access my meter?**

City staff will collect water reads until all meters are upgraded. In the future, the staff will still need access to the new advanced meters for routine maintenance activities.

**11. What if I observe water utility issues following installation?**

For water quality concerns, contact City of Norman Water Treatment Plant staff at 405-321-2182; for potential leak concerns around a meter box, contact City of Norman Line Maintenance staff at 405-329-0703 during traditional business hours or at 405-321-1600 after hours. Residents are advised to contact a licensed plumber for residential utility issues on private lines.

**12. What is the difference between the advanced water meter and my current meter?**

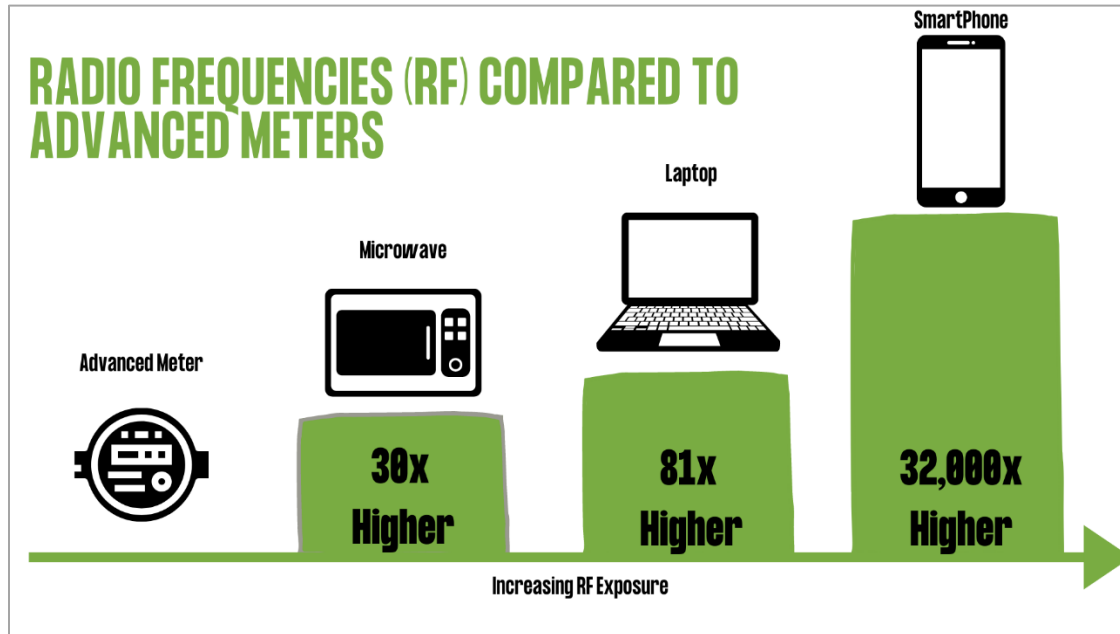
Utility staff currently drive to homes and businesses to physically view and collect meter readings. The upgraded meters will securely deliver water usage information and other important service notifications (e.g., leak alerts) to the City, while ensuring accuracy of reads.

**13. How will my data be used?**

Only usage data, meter identification numbers, and meter alerts are collected. Personal information is not stored or accessible by the meters or software. Usage data is used solely for billing and improving service performance.

#### 14. Are the new meters safe?

Yes, the City selected advanced meters that exceed health and safety standards set by the Federal Communications Commission (FCC). The radio frequency (RF) level from these new water meters is much less than other common devices such as microwaves, TVs, cell phones, baby monitors, laptops, and Wi-Fi routers. Additionally, advanced meters are not constantly active. The meters usually send signals when programmed to read usage, which is four times a day for less than a fraction of a second, unlike the household devices mentioned below.



#### 15. Will there be a reduction in staff with this new technology?

City staff members will not lose their jobs due to this program. In fact, the most significantly impacted staff members have been promoted to accommodate the additional responsibilities that come with advanced metering technology.

#### 16. How is the City paying for this program?

The City has carefully planned for this initiative. The MIP was one of only 14 projects selected nationwide to receive \$2 million in federal funding from the [United States Bureau of Reclamation](#) to offset costs. The remaining program funding will come from voter approved loan provided by the [Oklahoma Water Resources Board \(OWRB\)](#).

#### 17. How does notice for this project work if I live in an apartment or multi-family dwelling unit?

In general, property owners – versus each individual address at multi-family units – will receive notices regarding this project to then communicate to their tenants. The City of Norman will make all efforts to work with property owners in regard to effective communication strategy and the scheduling of meter upgrades in hopes of causing the least amount of disruption possible.

**18. How can we be certain of accuracy in new meters?**

The vendor tests each meter at low, medium and high flow in accordance with the American Water Works Association standards and provides that information with the meter.

**19. Does any part of this new metering interface stick out above the meter well cover (e.g, an antenna)?**

Some meters will still have metal lids where a low profile antenna will extend about a half-inch above the metal lid.



**20. What is the lifespan of these meters?**

Per industry standard, the lifespan is approximately 20 years. The American Water Works Association recommends replacement of meters every 15-20 years.

**21. What if the meter becomes damaged?**

Customers should contact the City of Norman at (405) 329-0703 to discuss and assess any damage of meters. Depending on the situation, a fee may be incurred for damaged meters just as fees may be incurred for damage to other types of City property. Applicable policies and fees are currently being worked through to be made available to the public.

**22. Can I opt out of this upgrade?**

No. To fully achieve the benefits of this program, all meters will be upgraded to the new system and opt-outs will not be allowed.

**23. Who can I contact for more information?**

Contact the Norman Utilities Authority at (405) 366-5396 or visit our website at [normanok.gov/MIP](http://normanok.gov/MIP) for more information about the Norman MIP.