

# Advanced Meter Program Quick Facts



## Customer Privacy and Security

LVMWD takes our customers' privacy seriously. Usage data and any other personal information will be highly encrypted to ensure complete privacy and information security.



## Health and Safety

The health and safety of our customers is our top priority, and our new meters comply with rigorous state and federal standards. Our new meters emit lower levels of radio frequencies than common devices in your home, such as laptops and cell phones. Meters are installed outside, limiting exposure to radio frequencies and do not interfere with medical equipment.



## LVMWD Jobs

We value our highly skilled team members. Current meter reading staff will not lose their jobs; instead, they will take on new roles and opportunities here at LVMWD.



## Costs and Water Bills

The cost of the new advanced meter is already factored into existing LVMWD customers' water rates. Because these new meters are more accurate, there is a possibility that customers' bills may change due to a more precise measurement of water use.



## Quick and Easy Meter Installation

Installing new meters is quick and easy with only a short 30-minute interruption to our customers' water service. LVMWD will notify the customer before, during and after the new meter is installed. Our meter installers will arrive in an LVMWD-marked vehicle and will never ask to come into your home.



## Antennas

The majority of antennas are only 7-11 feet tall and will be installed at LVMWD facilities, such as our water tanks, and will not deter from the visual aesthetics of our customers' homes.

Timeline

### Phase 1



#### Fall 2020

Installation of approximately 100 meters in a pre-selected location

### Phase 2



#### Early 2021

Installation of approximately 2,000 meters sporadically placed throughout the LVMWD service area

### Phase 3



#### Mid-2021 to Mid-2022

Full meter installation