



Rockdale Water Resources

Overview

In 2014 Rockdale Water Resources started the migration to a smart water metering system. The new system will bring efficiency to meter reading, billing operations and customers.

How does it Work?

The water meter, with its integrated radio, transmits a relatively low radio frequency signal. This meter produces radio frequency waves many times lower than everyday items found in homes. Examples include cell phones, baby monitors, and wireless routers. The data collected is electronically transmitted to the RWR Billing Department to generate your monthly utility bill.

Quick Facts:

- Meter replacement is required for all Rockdale County customers.
- The new meters meet the lead-free provisions of the American Water Works Association and the National Sanitation Foundation.

FAQ:

Will Rockdale County need to turn off my water service to install the new meter?

Very briefly, for the installation of the new meter.

How does the new radio read meter work?

The meters transmit a radio signal containing a meter number and a meter reading to a data collector centrally located for the area. This regular transmission allows the county to capture readings without the use of manual data collection by meter readers.

What is a fixed-base water meter network?

A fixed-base water meter network is one that sends water meter data back to a central collection point wirelessly utilizing low frequency radios.

What are the advantages of the new meters?

The radio read meters being installed read at a higher resolution than the existing meters. This higher resolution permits leak detection and other customer service benefits unavailable by older analog meter reading devices. Another advantage to the new meters is that it will have the ability to detect unusually high or abnormal flows. These are usually indications of leaks in a homeowner's water system. Oftentimes, toilets and other fixtures can run excessively without a homeowner knowing it, resulting in a higher monthly bill than intended. The new meters give Rockdale Water Resources' the ability to detect higher than average flows and assist a homeowner in troubleshooting maintenance issues. Additionally, with the remote reading capabilities, RWR can read up-to-the-minute flow data to help a homeowner detect unusually high flows without sending an employee to the home, which aids in leak detection and customer service.

Where is my new water meter located?

Most water meters are located in the right-of-way in front of your house a few feet from the street.

What does my meter look like?

Your current water meter is a device with a round face. With one side attached to Rockdale Water and the other to your water line. The face has dials and the numbers on the bottom and reads like a car odometer. Your new meter will have a digital face without dials. In order to see a reading you will need to shine a flashlight into the light sensor on the face of the meter.

**What if there is a leak at the meter or any other problem after the meter is replaced?**

During the installation, crews follow set procedures for problems that arise. Post installation testing ensures no leaks are incurred. If you have problems please call: 770-278-7500

Is it ok to cover up the meter?

No. The meter needs to be accessible at any time.

Is there any special care or maintenance that I need to do to the new meter?

No, your meter does not require any maintenance by the homeowner; however, you should be careful not to damage the meter or antenna.

Will I pay more for water because of this change?

Your utility rate will not change at the time the new meter is installed. Any future rate increases will be determined by the utility.

Does this mean my bill will be increasing?

Not necessarily. In some cases, your bill may increase, but only if the former meter was not capturing the entire usage. The new system will ensure fairness and equality for all the residents and businesses.

Will the appearance of my utility bill change?

No.

What will be the timeframe for future utility bills?

Bills will continue to be generated monthly for monthly accounts.

How accurate are the readings from the radio transmitter?

Meter readings obtained over radio frequency transmissions are 100% accurate.

How often will you read my meter?

Your meter will be automatically read hourly.

What if I need a meter reading between regular readings?

You can take a reading of the water meter yourself at any time. You must use a flash light over the top of the meter, this will “wake up” the meter from a sleep mode. This is how the meter is able to save its battery life by going into a sleep mode. Once you “wake up” the meter you will be able to see the meter reading on the display.

What if I disagree with the reading?

You may contact the Customer Service department with any questions about your water bill as you were able to in the past. Customer Service direct number is 770-278-7400.

How secure is the data/information that is transmitted?

Because of the specialized equipment and alternating frequencies being used, the information would be extremely difficult for unauthorized acquisition or hacking. The transmission itself contains only the numbers associated with your current meter reading and number identifying your meter to compare with our records to ensure a match. To protect your privacy, no personal data is transmitted.

How do I know that you have my reading and not someone else's?

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

Is there anything hazardous inside the equipment?

No, only electronics and batteries are inside the equipment.

Will the radio interfere with my television, cordless phone, or pacemaker?

No, you will not see interference with your television reception, phone or pacemaker.

Of the 9 million Neptune water meters in operation for the past 13 years, no interference with any other RF devices has ever been documented.

Does this system use a land phone line to monitor and transmit the reading?

No, this equipment uses a radio transmitter to send the information to data collector receivers.

Is this system monitoring how many people are in my house?

No, the equipment is only capable of collecting the reading from the water meter and transmitting it to the collector.

Are there any health hazards associated with this kind of technology?

According to the Federal Communications Commission and the World Health Organization (WHO), radio frequency signals produced by smart meters, or other such wireless networks, have shown no occurrences of adverse long- or short-term health effects.

Will I be charged for this upgrade?

No. All meters being upgraded will be done so at no charge to the owner.

Will the meter and smart point transmitter be powered from my electrical system?

No. The meter does not require source of power and the smart point has a twenty year battery pack.

Where can I find out more information on the water meters?

To find out more about the Neptune meters, please visit www.neptunetg.com or call 800-844-8334 and ask for the Meter Division.