

Buffalo, SD Smart Water Meter Project

The Town of Buffalo is updating outdated, manually-read water meters to a new, wireless-read technology. These **smart meters support efficiencies in our water system.**

We will be replacing nearly 240 residential meters over the next few years beginning in April 2021.

Benefits of Smart Meters:

- Online customer portal
- Monitor household water consumption
- Set conservation goals to encourage saving water and money
- Consistent monthly billing periods
- Leak alerts to the consumer and Public Works for scheduling quick repairs
- Increase City's responsiveness

Frequently Asked Questions:

- What is the new system being installed & how does it work?
 - The new system is called Advanced Metering Infrastructure (AMI). The upgraded meter sends real-time data through cellular technology to the City. This data allows the City to more effectively monitor for leaks and residents to monitor consumption on an online portal.
- Why is the City installing smart meters?
 - The new AMI system eliminates the need for physical reads as meters can be read remotely through a secure wireless network. This will provide more frequent and accurate recording of water usage. Leaks can be detected faster and promptly addressed. Customers will be able to monitor household water consumption and set conservation goals through an online customer portal.
- Will AMI cause my water bill to increase?
 - AMI meters ensure that customers are billed for the water they use – no more and no less
- Are there any health hazards associated with the new technology?
 - No. The equipment operates at a low-power radio frequency, comparable to a cordless telephone. All equipment operates in compliance with state and federal communication standards. Water meters are typically installed away from the house so potential exposure is very limited.
- How much time does it take to change out the meter? How long will my water be off?
 - Typically, a meter change out takes about 20 minutes from start to finish. The exchanging of meters is quick and not complicated! The water to your house is shut off, the old meter is removed, the new smart meter is installed, and the water is turned back on. It's that easy!

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