

## Advanced Metering Infrastructure (AMI)

# SMART WATER METERS

## Advanced Metering Infrastructure (AMI)



The City of Kyle is launching Advanced Metering Infrastructure (AMI), a smart water meter upgrade designed to provide real-time insights into your water usage. Starting in **May 2025**, we'll begin replacing traditional analog meters with advanced, wireless-connected digital meters across the city.

### What Does This Mean for You?

Once installation is complete in **late 2025**, customers will gain greater control and visibility over their water consumption through the easy-to-use Customer Portal. Key features include:

- **Custom Notifications** – Get alerts for sudden water use increases, indicating potential leaks or continuous flow.
- **Daily Water Use Updates** – Access your usage data easily. Stay informed about your water consumption.
- **Tools to save water and money** – Utilize water-use reports to reduce consumption and cut costs on your monthly bill.

### Installation Begins in May 2025

Our goal is to complete the installation across the city by **late 2025**. To help ensure a smooth and efficient process, we ask all residents to assist by **clearing and pruning any landscaping around your water meter box**. This will allow our technicians to easily access the meter and perform the necessary upgrades with minimal disruption.

We appreciate your cooperation and patience as we work to bring these improvements to Kyle, helping you manage water consumption more efficiently and with greater ease.

Keep an eye on future updates regarding the AMI program and the Customer Portal launch. We're committed to providing you with the best possible service and look forward to enhancing the way you interact with your water usage data.

For questions or more information, please contact the Kyle Water Utilities Department during business hours at 512-262-3024.

### Installation Progress Update

- **7/28/25:** Crews will continue to replace meters in the Southlake Ranch subdivision as well as begin work in the Kensington Trails subdivision.
- **7/21/25:** Contractors will be working in the Southlake Ranch subdivision.
- **7/14/25:** Crews are continuing to replace meters in the Steeplechase subdivision.
- **7/7/25:** Crews are working in the Four Seasons Subdivision early in the week. By the middle of the week, Contractors will begin working in the Steeplechase subdivision.
- **6/30/25:** Crews are working in the Post Oak Subdivision early in the week. By the middle of the week, Contractors will begin working in the Four Seasons subdivision.
- **6/23/25:** Crews are continuing to replace meters in the Post Oak subdivision.
- **6/16/25:** Crews are replacing meters in the Post Oak subdivision.
- **6/9/25:** Crews are replacing meters in the the Trails subdivision.
- **6/2/25:** Crews are replacing meters in the Quail Ridge subdivision, Weldon Johnston Way, Edwards Drive, Post Road, and Yarrington Road.
- **5/26/25:** Crews are continuing to replace meters in the Prairie on the Creek subdivision.
- **5/19/25:** Crews are replacing meters in the Prairie on the Creek subdivision.

## Frequently Asked Questions

## Related Questions

### What is AMI?

AMI stands for Advanced Metering Infrastructure. It is a method of using communication technology to read meters remotely without having to access the meter located in meter boxes in the ground.

### Will the new device affect my bill?

There is no additional cost to the customer for the new system. However, customers may see an increase in their monthly water use due to old meters inaccurately measuring water consumption as they age. The new meters ensure accurate measurement, billing only for the water used. Additionally, customers gain tools to monitor and manage water consumption effectively.

### How does the new technology work?

Digital water meter readings are encrypted and sent through an automated network, using a private radio frequency (RF) channel, from the digital water meter to the utility. The meter data display looks similar to the numbers on a car odometer and has nine digits. The digits on the meter represent the number of gallons consumed down to the 1/100th of a gallon. The last two digits can be used as leak indicators to detect water flow through the meter.

### Why are we getting new water meters?

The water meters that are being replaced are not currently compatible with AMI and must be upgraded in order to adapt to the new system. Water meters are necessary to determine how much water is used by residents/businesses. The new digital water meters are designed to help customers understand their usage and save money on their water bills.

#### How do the new digital water meters benefit me?

Once the Customer Portal goes live, customers will be able monitor their water usage more closely to manage and reduce costs associated with their water bills. Some of the many benefits customers gain from the new technology include:

- The ability to track water usage and investigate possible leaks or continuous water use such as a running garden hose or leaky water pipe.
- Precise meter readings and water usage data in near real time, allowing for identification of high usage and suspected leaks.
- More frequent meter reading available to customers, as opposed to monthly readings, which allows you to make necessary adjustments sooner to reduce and manage costs.
- Improved customer service options including representatives who can guide you through your water usage portal and suggest cost savings tips based on your past usage patterns and trends.

#### How much will the digital water meters cost me?

The project was financed through the City's Capital Improvement Project funds. Customers will not incur any additional cost for the digital water meters.

#### When will my meter be replaced?

The installation technicians will begin work across the city starting in April 2025. Expect to see staff from the Kyle Water Utility and our contractor, [DB Utility](#), working on meters in your area. The meter replacement service will take place between 8 AM and 5 PM, Monday through Friday. Look out for a door hanger letting you know your meter has been upgraded!

#### Will my water service be interrupted during the installation?

If your water meter requires replacement, you will experience an interruption in service – typically 15 to 30 minutes. The installation technician will notify you in advance of a brief water outage during the meter replacement service. Technicians will also be performing work at the meter box that will not disrupt water service.

#### Do I need to be present during the meter replacement service?

No. Your meter is accessible from the exterior of the dwelling and you are not required to be present during the installation service. The installation technician will attempt to notify any occupants of the water outage prior to

temporarily disconnecting your water. You are required to ensure the meter is free and clear of any debris or obstructions that may prevent the technician from replacing the meter. If the meter is located within a fenced area that contains animals, we ask that you secure the animals for the safety of the animal and technician.

#### What should I do if my water line has air or the water is not clear?

When your water service is restored after installation, you may experience a brief period of air in the lines or discolored water. In most cases, running cold water for a minimum of 10-minutes will clear the lines of air or discoloration. In the event of prolonged air or discoloration, please contact the Water Utilities Department during regular business hours at 512-262-3024 or after hours or holidays call 512-787-9896 to correct the issue.

#### How secure is my data and information?

Data from the meters is encrypted and sent through a safe and secure network to the utility databases. The meter system transmits the water meter readings, the meter identification number, and diagnostic information to verify that the automated meter equipment is operating correctly. Only key authorized utility personnel, such as customer service representatives can access your account if needed.

#### Are the new digital water meters safe for me and my family?

Yes. Digital water meters operate at much lower levels of radio frequencies than cell phones, microwaves, wireless routers and even baby monitors.

#### Will the electronic device on the meter interfere with other electronic equipment?

No. The radio transmission operates in compliance with Federal Communications Commission (FCC) regulations to avoid interference.

#### What if there is a leak at the meter or problems after the meter is replaced?

Please contact the Water Utilities Department during business hours at 512-262-3024 or after hours or holidays call 512-787-9896 for assistance.

[View All FAQ's](#)