



# TOWN OF OCEAN CITY, MD

## Upcoming AMI INSTALLATIONS – WATER METER REPLACEMENTS

### DEAR CUSTOMER,

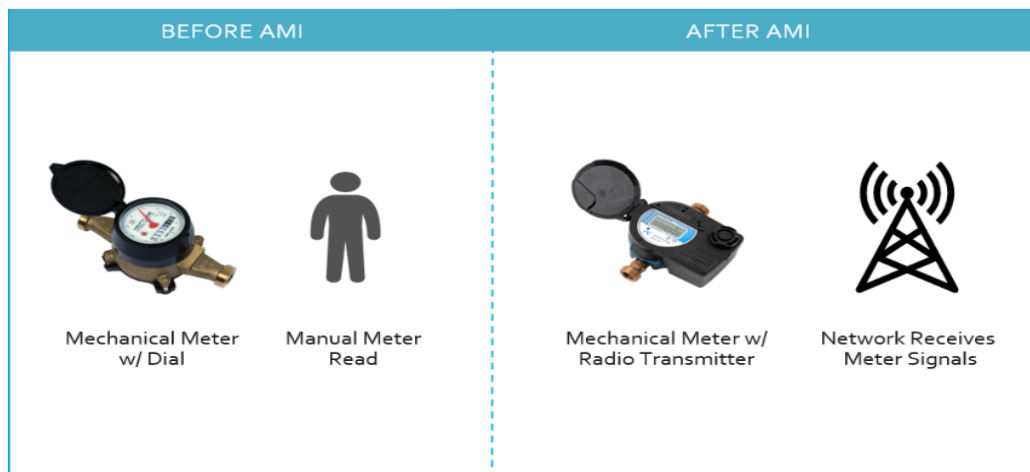
Starting Monday January 5<sup>th</sup> 2026, the Town of Ocean City will initiate a comprehensive water meter program that will upgrade all water meters in town to an automatic meter reading (AMI) system. During this process if the current water meter needs replacing this will be done as well. The purpose of this effort is to upgrade the City's water distribution system with an electronic reading capability and to replace meters that have served beyond their estimated useful lives. The target meter population includes all commercial and residential meters. The estimated time of completion for the project is April of 2026. The following is an overview of the project including benefits of the program and frequently asked questions.

### Overview:

The new system will allow water meters to be read from data collectors mounted to infrastructure across the Town. Water meters are the devices used to measure the amount of water delivered to our customers. Replacing old meters will ensure that The Town of Ocean City can accurately track both individual and commercial customers usage for billing purposes.

### Benefits:

Advanced Metering Infrastructure(AMI) Is now the best method of collecting water use data. It uses new equipment at the water meter that is read automatically. The water use data is transmitted from the device over a secure network to a central data base. The main benefit is that Town personnel no longer have to come to your property to collect water use data



**THERE IS NO ADDITIONAL COST TO YOU AS A CONSUMER FOR THE AMI INSTALL OR IF YOUR CURRENT METER NEEDS REPLACING!**

**YOUR PATIENCE THROUGHOUT THIS IMPORTANT PROJECT IS APPRECIATED. IF YOU HAVE ANY QUESTIONS OR CONCERNS, PLEASE CONTACT DAN COLE WATER SUPERINTENDENT AT 410.524.8388 OR EMAIL AT DCOLE@OCEANCITYMD.GOV**

### FREQUENTLY ASKED QUESTIONS

#### Is AMI safe?

Yes, AMI is safe. It uses radio and cellular systems like AM/FM radios and cell phones.

#### Will my personal information be protected?

Yes, your information will be protected. AMI does not communicate personal information

#### Will I be notified prior to any meter installation at my property or business?

Yes, you will be notified in advance.

#### Will water service be disrupted during installation?

There may be a short interruption of about 30 minutes. If this happens, you will be informed of how to flush your water lines afterwards.

#### Will my property be disturbed during installation?

In most cases meters are in the public right-of-way or easement area. That means the installer will not disturb your property during the replacement process, nor will the need to access your home. There are a very small number of situations where your meter might be located inside of your home or building. In those cases, we will schedule an appointment in advance. When the meter is located outside of the home, the installer will simply remove the current meter and replace it with an AMI meter and transmitter in the same meter box. One additional goal of this project is to address any damaged meter boxes. In that case, the contractor will replace the box with a new one in the same location.

#### Who will perform this work?

Concord Utility Services is the contractor performing the installations. All Concord staff and vehicles have insignia identifying them.