



FIXED NETWORK

AUTOMATIC METER READING (AMR) SYSTEM

The Board of Public Works has recently selected a qualified vendor to supply and install the new Automatic Meter Reading (AMR) system which will ultimately allow the Town's water meters to be read via computer without having to leave the office. The first phase of this project will include 5,700 locations.

This meter reading technology upgrade will result in future residential water & sewer utility bills being mailed out on a quarterly basis, as opposed to being distributed semi-annually, as is the case presently.

The meter reading equipment to be installed is Datamatic's MOSAIC system which utilizes meter interface units (MIU's) which they call "FireFlies". The FireFlies, once attached to the water meters, will enable meter readings to be taken on an hourly basis. These readings will be transmitted to the host server, via strategically located Data Collection Units, called "Gateways", once per day, at midnight. Utility Division staff will then have access to water meter readings on a daily basis, right at their desks.

A significant benefit to this system, besides lower utility bills due to quarterly billing, is that Water Division staff will be able to alert customers quickly in the case of water leaks inside a property owner's building.

The Datamatic MOSAIC system utilizes true "mesh" technology which allows each FireFly to communicate with its neighbors. This ensures that there exists no "single point" of failure in communicating meter reading information to the server. This mesh communication technology is known as "self healing" network communications.

In conjunction with the installation of the Datamatic FireFlies, some 2,000 of the oldest residential water meters will be replaced with new meters. The next phase of this project will include installation of FireFlies at all of the remaining water meters along with replacement of approximately another 3,000 older water meters.

Implementation of the initial phase of this project is anticipated to start in mid July, 2010. Easton Winwater Services will be scheduling the required water meter replacements in accordance with our existing meter reading routes. They will be contacting our customers who require appointments for water meter replacements via the USPS in advance, to request that customers schedule the necessary site visit during the appropriate time frame relative to a particular meter reading route. Customers, when notified, will be able to contact Easton Winwater Works via telephone, at 1-866-983-8080 or via the web link, www.winwaterservices.com, click on the appointment scheduler tab and schedule your appointment within two weeks of being notified of the need for an appointment. Note that not all customers will require appointments to access their existing water meter, the majority of FireFly installations will be accomplished outside of the residence.

All of Easton Winwater Works authorized employees will have undergone recent CORI screening and will possess Town of North Attleborough issued photo ID Badges which will be prominently displayed on their person, via lanyard around their necks. They will also be in possession of an original letter, signed by the North Attleborough Utility Manager (Tim Slattery) identifying them as employees of an authorized Town of North Attleborough contractor. Property owners are encouraged to call the DPW - Utility Office at 508/695-7790 immediately should they have any concerns at all about contract personnel requesting to enter your premises.