Norman Utilities Authority (NUA)
Advanced Water Metering Project

Frequently Asked Questions

- **What is advanced water metering?**
  Advanced metering infrastructure is a system of meters, communications networks and software, which wirelessly deliver water usage information and service alerts directly to Norman Utilities Authority. Advanced water metering technology automatically collects consumption data from water meters, and subsequently transfers data over a secure network to a central database. The collected data is used for water billing, analyzing water usage trends, providing customers with hourly water usage information, and advanced leak notification.

- **How will advanced water metering change my water service?**
  The advanced water metering project will enhance Norman Utilities Authority's ability to provide you with safe and reliable water service by upgrading the water metering technology. Advanced water metering will allow Norman Utilities Authority to provide timely responses to service issues and grant you access to near real-time usage information, alerts and tools to make more informed decisions about your water usage. Rather than your meter being read monthly by utility staff coming to the meter box, it will be read wirelessly.

- **How long will the meter upgrade take?**
  Each meter upgrade takes approximately 2 hours under normal conditions and customers will experience a brief service interruption during the upgrade process. The installation contractor will attempt to notify customers prior to beginning work. Customers should run the bathtub faucet for approximately one minute to remove any air or potential mineral deposits in the water line.

- **Will advanced water metering interfere with my home electronics?**
  No, the advanced water meters have not been shown to interfere with any home electronics.

- **Are advanced water meters safe?**
  Yes. The advanced water meters we selected exceed health and safety standards set by the Federal Communications Commission (FCC). A primary contributor to advanced water meter health and safety is its low emission level. The energy exposure from an advanced water meter's radio signal or radio frequency (RF) is much less than common household devices including cell phones, microwaves, baby monitors and internet routers. It's also important to understand that advanced water meters only transmit signals once a day for less than a fraction of a second, unlike the household devices in the image below.

ENERGY EMISSION LEVELS
COMPARED TO
ADVANCED METERS

28,800x more

74x more

28x more

11x more

Meter   Baby Monitor   Microwave   Laptop   SmartPhone
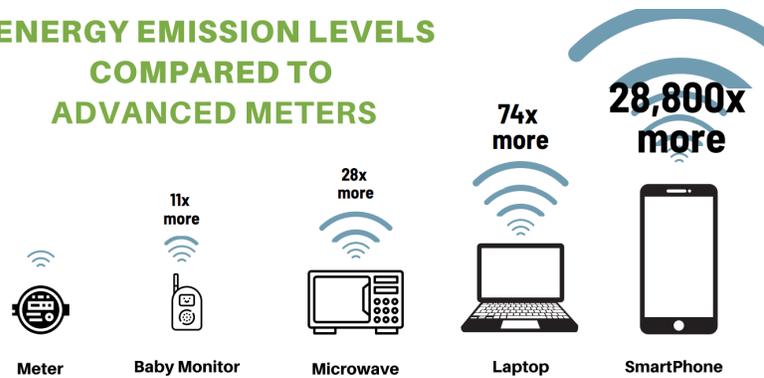
*Measured in milliwatts per square centimeter
**Sources: Butcher, M. J. (2011, June 10). Florida Power & Light Advanced Meter Infrastructure & Distribution Automation RF Exposure Survey. SiteSafe.
Electric Power Research Institute. (2011, February). Radio-Frequency Exposure Levels from Smart Meters: A Case Study of One Model.

*Check out additional information about the proven safety of
advanced water meters at the below links:*

- https://www.fcc.gov/general/radio-frequency-safety-0
- https://www.cancer.org/cancer/cancer-causes/radiation-exposure/smart-meters.html
- https://www.who.int/news-room/q-a-detail/radiation-electromagnetic-fields

- **Will my water usage information remain secure with advanced water metering?**
  Yes, Norman Utilities Authority will use a private and secure radio frequency to deliver metering data. Encryption and other cyber security best practices are used to keep your information safe. Additionally, personally identifiable information (e.g. name, payment information, address etc.) won't be sent over the advanced meter network.

- **How will you use my data?**
  The new advanced water meters record your usage data, encrypt it, and wirelessly deliver it to the utility office. The readings will be used for billing purposes and to monitor water leaks, and other operational parameters to provide more reliable service to our customers.

- **Will Norman Utilities Authority still need to access the meter?**
  Yes, access to the new water meter is still needed as it is property of the City. However, since meter reading and troubleshooting can be done remotely in most instances, this should lessen the need to physically access the meter.