

RADIO READ BILLING PROGRAM

12-31-18

The S.W. Regional Water District [SWRWD] has 2,334 service connections in its S.W. Iowa and N.W. Missouri regional water system with 1,980 of these currently listed as active rural resident or pasture tap water accounts.

At the end of 2018 there were 1,180 water accounts connected to the SWRWD radio read billing program or about 60% of the total active customers. This radio read system provides SWRWD with a drive by meter reading system from the customer water meter that is automatically recorded in a lap top computer for downloading into the office billing system and monthly water bills are mailed to each customer.

The current radio read billing program was started in October 2001 with the Sensus Technologies AMR Program and then was updated with new Sensus radio read equipment in 2012.

In 2015 Sensus Technologies Inc. announced that it was discontinuing their AMR equipment and converting to a new system which will not be compatible with their current AMR metering equipment.

In 2016 SWRWD begin changing their AMR radio system to Neptune Technology meters and reading equipment. SWRWD continues to install radio read meters and MIUs in many new and old meter pits in the District

Our intention for the future is to eventually have all customers be equipped with the radio read AMR program. This will eliminate the customer from reading the meter on a monthly basis. Customer water meters which have one million or more gallons usage are replaced routinely and considered at that time to be eligible or not for the radio read installation upgrade, Unfortunately, some customer locations are in areas that are not feasible to install due to poor signal reception and /or excessive distance from our current radio read perimeter. These sites will be reconsidered when the active radio read route perimeter expands into new areas.

SWRWD-MONTHLY RADIO -READING AND BILLING PROCESS

