

Lincoln Pipestone Rural Water

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(507) 368-4248 or (800) 462-0309
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Beacon Automatic Meter Reading (AMR) System

Dear Customer,

Starting in 2018, Lincoln Pipestone Rural Water will initiate a comprehensive, multi-year water meter replacement program that will upgrade or replace your meter to an automatic meter reading (AMR) system. LPRW will install approximately 4,600 automated meter reading (AMR) meters throughout the 10-county water system.

The benefits of the Beacon AMR system is that it will allow customers water meters to be read remotely through cell signal. Your water meter readings will now be recorded on an hourly basis and then daily those readings will be transmitted to your account. Once the AMR unit is deployed, you will no longer need to read your own meter!

Another benefit of the Beacon AMR system is the option to monitor your usage more closely on your computer or smart phone. For customers who wish to do so, you will be able to set up an Eye On Water account online. Once your account is set up you can download the EyeOnWater app on your iPhone or Android. You will be able to view your usage by the hour, month, day and year. You can also set parameters for your water usage and receive alerts if your usage goes outside those parameters. Alerts can be sent by text message or by email. This tool has been proven to be helpful in assisting customers in finding water leaks on their property.

You will receive notification in the future from LPRW staff to schedule an installation appointment for your property. The owner of the property will be required to sign an updated Water Users Agreement prior to the installation of the AMR. If you have any questions or concerns regarding this project, please feel free to contact us Monday thru Friday from 7:00 a.m. to 4:30 p.m. at 507-368-4248 or 800-462-0309.

Sincerely,

Jason Overby, General Manager

Lincoln Pipestone Rural Water is an equal opportunity provider and employer.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Visit the LPRW Web Site at www.lprw.com

FREQUENTLY ASKED QUESTIONS

Q: Why do we need to replace the meters?

A: As with any measuring device, meters can become less accurate as they age. The new meter/AMR system will provide the water system with accurate, timely readings; better sales and production figures; better customer service; reduced water losses and reduce operational costs.

Q: Who will install the meters?

A: All equipment will be installed by LPRW personnel.

Q: Will my water service be interrupted during the installation?

A: Yes, there may be a temporary service interruption, typically about 30 minutes to 1 hour, while the meter is replaced. LPRW staff will work with customers to reduce the amount of service interruption.

Q: Who needs to sign the updated Water Users Agreement?

A: The title owner of the property or business must sign the agreement. Please provide a copy of the deed to the property or the legal paperwork, if it is a business.

Q: Do I need to be home for the meter replacement work?

A: Yes, someone from your home needs to be present. The work will be performed Monday-Friday between 8:00 a.m. and 3:00 p.m.

Q: Does Automatic Meter Reading (AMR) have any other benefits for me?

A: Yes! Automatic Meter Reading (AMR) will allow you to monitor your own usage and detect possible leaks in your plumbing faster. The AMR system will eliminate the need for manually reading your meters monthly. Other expected outcomes include: reduced system water loss, accurate and timely reporting, elimination of billing issues, reduced late/inaccurate payments.

Q: How much will the meter cost me?

A: The cost of the meter and AMR unit has been calculated into the overall capital improvement plan project costs, as shown in the recent annual increases of the monthly (base) minimum charge. A nominal charge for the monthly Beacon service and postage will be applied to the customer bill.

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Q: Do I have to have my meter converted to the automatic system?

A: Yes. All water system members must participate. The current self-read, self-bill method will be phased out.

Q: When will this system be completed?

A: Installation is underway and full system deployment is anticipated to be completed in 2 ½ years, or less.

Q: What if there is a leak at the meter?

A: Please contact our office at 507-368-4248 or 800-462-0309

Q: Who is responsible for finding and fixing leaks on my property?

A: While AMR can help alert you to leaks on your property, it is still the customer's responsibility to find and repair leaks that occur between the meter and house. Our new system may help to identify possible water leaks and provide additional information on locating them.

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