



October 2019

Dear City of Banning Water Utility Customer,

The City of Banning will begin the installation process to upgrade residential and commercial water meters to a new Advanced Meter Infrastructure communications device. There will be no additional cost for the upgrade, and it will enable our customers to access detailed information about water usage, set alerts and manage monthly costs.

The City has partnered with the City of Banning based Zenner Meter Incorporation. For the customers' security and safety, City water department employees will be in city-issued uniforms and vehicles that will include the City's logo for appropriate identification.

BENEFITS OF USING ADVANCED METER INFRASTRUCTURE COMMUNICATIONS

- Utilize newer technology for reading water usage.
- Reduction in costs associated with meter reading (e.g. staff time and vehicle fuel).
- Faster identification of leaks, which reduces system water loss.
- Improved customer service and increased customer participation.
- Extended life/ use of the meter.
- Meters will be read electronically giving a more consistent billing period.

What to expect:

- Advanced meter installations will occur Monday – Friday between 7:00am and 4:00pm.
- It is anticipated that the project will take approximately two years to complete. Installations will begin on October 28, 2019.
- Each meter upgrade and will take approximately 25 minutes to complete.
- Customers will receive a door tag notification before and after the meter is installed.
- Customers do not need to be home during the installation.
- This project will require that the water service is temporarily disrupted. Customers with medical conditions should call the City at (951) 922-3281 to make arrangements, if necessary.
- The City will continue to manually read your meter until it is switched over to the Advanced Meter Infrastructure network.

Thank you for your patience during the installation process. If you have questions regarding the meter installation process, please review the enclosed information, or visit www.banningca.gov. For general information or to report a water emergency, call (951) 922-3281.

Sincerely,

Art Vela, P.E.
Public Works Director/City Engineer