



## **AMI Electric Meter Frequently Asked Questions (FAQ)**

### **1. What is an AMI electric meter?**

Answer: An AMI electric meter is a device to measure electricity consumption of an end customer just like any other type of meter. However, this device can store metering data and transmit that information over a radio transmission to the Village's Utility Office without someone needing to physically visit your location. AMI stands for Advanced Metering Infrastructure. The device can also send us notification alarms for things such as a power outage at your location.

### **2. Why is the Village going to AMI Electric Meters?**

Answer: The Village has been working on this progression for numerous years with the completion of the AMI water meter reading system in 2023. The Village's prior meter reading system was obsolete and AMI was the next viable option. All Village water meters are currently read over-the-air just as the new electric AMI meters are. The same AMI system is being utilized for both water and electric which helps keep costs down for all customers and the Village. AMI electric meters allow for the Village to be provided the electric meter readings in a more efficient, timely manner than what is possible with the current system. Your meter reading date will be for the most part the same day each month (the 17<sup>th</sup>) unless a weekend or holiday falls on that date in which it may be a day later or a day earlier depending on how the calendar falls. Accuracy of meter readings are also improved with AMI metering as it takes out the risk of human error by someone accidentally writing down the wrong reading or an error with data entry into the utility billing system.

### **3. What AMI system is being utilized?**

Answer: The AMI system that the Village is utilizing for both electric and water is Sensus FlexNet. This system was selected several years ago as it was able to do both utilities.

### **4. How does the AMI electric meter transmit information?**

Answer: There is a small radio transmitter located inside of the meter. The meter will collect and store data for four-hour blocks of time, and then send that information out once every four-hours. The total radio transmission time each day for these meters is less than one minute each day. The radio transmissions will go to one of two radio receiver antenna's that are placed on both Village water towers located at the north and east side of the Village. The Sensus FlexNet system utilizes a radio frequency similar to a cell phone. These antennas then transmit that data via a cellular data backhaul into the Sensus meter management system that the Village utilizes to then pull those readings into the utility billing system.



**5. Does the AMI electric meter transmit information/radio signals all the time?**

Answer: No. The AMI electric meter utilizes an internal battery to send those radio transmissions, and only sends out information six times a day. We do not want these meters to transmit all of the time as the battery will not last.

**6. Can I opt out of an AMI electric meter installation at my location?**

Answer: No. There is no opt-out option for the installation of an AMI electric meter. All electric customers on the Village Electric System are being converted to AMI electric meters as part of the overall transition process.

**7. Can I install an RF shield or other such devices on the AMI electric meter?**

Answer: No. No type of RF shield or any other devices may be attached to the electric meter at your location as they can prohibit the transmission of information and shorten the life of the radio battery.

**8. I live outside of the Village corporation limits, do I still need to read my own electric meter and report those readings?**

Answer: No. Once the new AMI electric meter is installed, you no longer have to self-read your electric meter from that point forward.

**9. Is there an additional cost to me as the customer for an AMI electric meter that is going to show up on my utility bill?**

Answer: No. There is no additional cost for the Village providing an AMI electric meter to your location. The cost to operate the system is built into the overall electric fee/rate structure for all customers on the Village's electric system.

**10. If I lose power at my location, do I still need to report an electric outage to the Village Electric Dept.?**

Answer: Yes. Please call the Electric Dept. Emergency Phone Number at (937) 459-2584 if you experience a power outage. The AMI electric meters do include a notification to us if you experience a power outage, but this system is still a work in progress and it is requested that the customer still calls and reports their outage situation to ensure prompt attention and correction of the outage.

**11. If I have any further questions regarding my AMI electric meter, who do I contact?**

Answer: Customers with any additional questions may contact the Village of Versailles Utilities Office at (937) 526-3294, M-F 7:30A-4:00PM. Email inquiries may also be sent to Superintendent Darrin Mumaw at [darrinmumaw@versaillesoh.com](mailto:darrinmumaw@versaillesoh.com) or Village Administrator Kyle Franics at [kylefrancis@versaillesoh.com](mailto:kylefrancis@versaillesoh.com).

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