NOTICE
TONOPAH PUBLIC UTILITIES
Water Meter Upgrade

The Town of Tonopah – Tonopah Public Utilities will be upgrading water meters for all residential and most commercial customers with Automated Meter Reading (AMR) meters. This transition will occur over the next several months beginning May 13, 2019 – Monday through Friday 7:00 a.m. to 3:00 p.m.

The removal and installation process will be done by Tonopah Public Utility (TPU) personnel and will be completed in "sections".   During this time, we ask that you ensure the meter boxes on or near your property are not blocked by debris, vehicles, etc.   If your meter is located inside your yard, behind a fence or other obstacle, we will attempt to notify you when your meter will be changed. Please ensure gates are unlocked and pets are inside to allow our technicians to safely replace your meter.   It is estimated that each meter change-out should take approximately 20-30 minutes.   We anticipate little to no inconvenience to our customers.   During the change-out of the meter the customer will experience a short interruption of water service.

Frequently Asked Questions:

1. *What is an Automatic Meter Reading Device (AMR)?*
    AMR devices transmit a radio frequency (RF) from the meter directly to a small on-board computer located in one or more of the Utilities vehicles or handheld devices.   This allows Utility technicians to read meters that are currently inaccessible or otherwise difficult to read and virtually eliminates the need to estimate meter readings during inclement weather.

2. *Will my bill increase and how much will the new meters cost me?*
    Your water rate will not change as part of this project. You will be billed for the actual water used, so your bill could increase if your previous meter was under reporting your actual usage. Your bill could decrease if we were unable to get to your meter and your usage was estimated. The new metering system ensures fairness and equality for all customers by measuring and billing residents and businesses accurately. There is no charge for the installation. Automated Meter Reading (AMR) is designed to help control costs by increasing meter reading accuracy and efficiency.

3. *What are the other benefits to using AMR meters?*
    AMR improves accuracy. It will detect possible leaks faster and may allow us to notify you of problems before they become serious, and costly. It also eliminates the need for manually reading meters, except for periodical maintenance or replacement of system components, when needed. This will allow the TPU technicians to be more efficient and save money by preventing recording errors. In addition, this will free up valuable time for our technicians to respond to customer emergencies and perform preventative maintenance task on our water and sewer systems.

4. *Will the radio frequency interfere with my television or phone?*
    No, the radio transmission operates in compliance with FCC regulations to avoid interference with other electronic devices.

5. *Will my information be secure?*
   Yes, only meter consumption data and meter numbers are transmitted. Personal customer information is not loaded into the transmitter and therefore will not be transmitted.

6. *How do you know the information transmitted is accurate?*
   Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique number is compared to your account record to ensure a match. This reading is deemed more accurate than visually reading the meter.

This project received funding from the State Revolving Loan Fund Programs which is financially supported by the State of Nevada and EPA. The total award to the Town of Tonopah/Tonopah Public Utilities is in the amount of $500,000.

If you have additional questions or concerns, please stop by our office at 140 S. Main Street, call (775) 482-6643 or contact us by e-mail at TPU@TonopahNevada.com.