

# FREQUENTLY ASKED QUESTIONS (FAQ) ALAMO HEIGHTS SMART WATER METERS



**Q: Why is the City of Alamo Heights installing new water meters?**

**A:** After extensive research, the City of Alamo Heights has chosen to upgrade our analog water meters to a Badger Orion cellular AMI solution. The AMI system increases accuracy and transparency, identifies potential leaks, and allows residents and businesses to make informed decisions about water conservation. Our AMI meters will provide customers with the technology to monitor their daily water usage through a registered account at <https://alamoheightstx.municipalonlinepayments.com/alamoheightstx/utilities>.

**Q: What is an AMI meter?**

**A:** AMI (Advanced Metering Infrastructure) water meters are highly accurate “smart” meters that use cellular signals to take meter reads and update water usage at the city’s daily scheduled intervals. Today, customers only see how much water they used in a month. The AMI water meters accurately measure the amount of water delivered to our customers by daily and hourly intervals. The AMI meters communicate the daily and hourly water usage data via a cellular network to the City’s existing utility portal. Customers will then be able to view their water usage data with customer friendly graphs and the ability to establish alerts – including identifying potential leaks.

**Q: When will my new meter be installed?**

**A:** The City will begin installing the new meters in October 2026 and expects all residents and businesses to have a new meter by January 2027. Each installation takes approximately 15-30 minutes. Residents and businesses will be notified of their installation timeframe via a door hanger.

**Q: Do I need to do anything to receive a new smart water meter?**

**A:** No, you do not need to do anything to receive a new meter! All Alamo Heights properties will receive a new meter. Approximately two weeks before your installation, our team will take a few minutes to prepare for the installation by clearing out debris from your meter box.

**Q: Do I need to be home during the installation?**

**A:** No, you do not need to be onsite during the installation, but please make sure our technicians are able to access your water meter box.

**Q: What should I expect on the day of my water meter installation?**

**A:** On the day of installation, a technician from DB Utility will knock on your door to notify you of their presence. The new meters will be installed in the water meter box at the front of your property. Water will temporarily be shut off during the installation process, which takes approximately 15-30 minutes. Once the water is turned back on, your lines will be flushed using an outside faucet or cold-water faucet (if necessary). Residents and businesses do not need to be present at the time of installation but are advised to keep pets inside and prepare for the temporary water shut off.

**Q: Is there anything I should do after my new meter is installed?**

**A:** Yes, follow the instructions on the door hanger on how to access the online customer portal to view your usage information and sign up for alerts, including those identifying potential leaks.



**Q: Will my water bill be affected?**

**A:** Water bill payment options will remain the same. To learn about all payment options, visit: <https://www.alamoheightstx.gov/services/residential/utility-application-and-billing/>.

Alamo Heights' existing analog water meters have moving parts which wear out over time, sometimes resulting in underreporting water usage. The new AMI water meters have no moving parts, supporting a longer lifespan. Residents and businesses may notice a change in their water bills after the new AMI meters are installed and will only be billed for the water they use.

**Q: Will I be charged backpay for underreported water usage from the analog meters?**

**A:** Residents and businesses will NOT be charged backpay for underreported water usage from the analog water meters.

**Q: Can I opt out of the new water meters?**

**A:** New standardized water meters are mandatory for all Alamo Heights residences and businesses.

**Q: Where can I learn more about the new water meters?**

**A:** Updates about the AMI water meters will be posted to the Public Works page: <https://www.alamoheightstx.gov/water/>.



Detailed instructions about how to read smart meter data and set alerts will be posted to the utility and billing portal this October.

**For additional questions or assistance, email [publicworks@alamoheightstx.gov](mailto:publicworks@alamoheightstx.gov) or call 210-201-5549.**



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