

NEW METERS TO IMPROVE YOUR CUSTOMER EXPERIENCE.



All utility meters within the City of Palo Alto are being upgraded and replaced with those featuring Advanced Metering capabilities, which is commonly referred to as “smart metering” or “smart grid” technology.

The new and upgraded meters will be able to provide near-real time data on energy and water consumption. Advanced Metering Infrastructure (AMI) can display hourly utility consumption data at MyCPAU, enable time-of-use rates, and provide water leak alerts. AMI will enhance our billing efficiency and the customer experience.

The City is currently installing meters in residential areas through a phased rollout. Our contractor, Utility Partners of America (UPA), is exchanging electric meters with new advanced electric meters and retrofitting existing gas and water meters with AMI radios. Typically, meter installation will occur Monday through Friday between 7:30 a.m. and 4 p.m. **Here’s what to expect:**

- You don’t need to be home if installers have clear access to the meter.
- The installer will knock on your door before starting any work.
- Interruption of service should be minimal while your meter upgrades are completed.
- If you are not present on the day of the meter upgrade, a door hanger will be placed on your door after our visit with information on the work performed.
- If there is an issue that prevents us from upgrading your meter(s), we will note that on the door hanger with contact information to schedule an appointment.
- Please continue to provide our meter readers with access to your utility meters.

Learn more about the program at www.cityofpaloalto.org/ami or call UPA at **(650) 331-2479** with any questions about meter installations.

