



Advanced Metering Infrastructure

June 2025

Water Meter Changeout Project-Star Ranch

What is AMI?

- Advanced metering infrastructure (AMI) is an integrated system of smart meters, communications networks, and data management systems that enables two-way communication between utilities and their metering equipment. AMI Meters transmit readings over a private, secure, wireless network.

How does Advanced Metering benefit me?

- The upgraded meters/network will provide daily and hourly reads to the utility and our valued customers. The additional data will enable Crossroads to better communicate with customers regarding their water consumption and detect abnormal consumption due to leaks.



When will the project begin and end?

- Our installation partners will begin cleaning out meter boxes the week of June 9th and complete this task by June 20th. Dirt and debris removal will be performed with a high-pressure water sprayer and vacuum trailer.
- The residential meter installations are scheduled to begin on June 23rd and be completed by the end of July 2025.

Who will be doing the work associated with the meter change?

- Crossroads has contracted **HydroPro Solutions** who specializes in projects like this where there is a complete meter change out. Field work will be performed by Performance Meter Group. Installation partners will have marked vehicles and high visibility uniforms.

Will I be notified prior to any meter installations at my home or business?

- Yes. The installers will contact you upon their arrival to change the water meter. They will knock on your door and provide an informational flyer/door hanger. The installation of a residential water meter typically takes 15-30 minutes.

Will my service be interrupted during installations?

- Yes, we will make every effort to notify anyone at home during the installation that service will be interrupted. A door hanger will also be left at each address notifying of service interruption and meter upgrade. If there is a hose bib (faucet) in the front yard, the line will be flushed of air and/or debris.

Questions, please call Crossroads at 512-246-1400 or visit our website at crossroads.com.