

What are the new digital water meters?

Water District 10's new digital water meters are being installed to replace the District's old meters. Also known as Advanced Metering Infrastructure, the digital water meters provide customers with accurate near real-time data on their individual water usage. This technology will help customers gain a better understanding on how and when they use water.

All Water District 10 customers can access the data unique to their household or business after installation of their meter by creating an account at <https://eyeonwater.com/signup>. Installation in the District will begin in September and conclude January 2020.

Why are we getting new digital water meters?

Water Districts in Texas routinely replace meters as the old meters simply wear out from use. District 10 conducted a review of available meter technology to determine what type of meter would provide the most customer benefits. The District took into account the financial impact to the District, the lifespan of the meter, maintenance costs, and data information benefits for the District customers. Ultimately, the Board chose electronic meters with automatic meter read ability. Also known as Advanced Metering Infrastructure, the electronic water meter makes reads hourly rather than monthly. Electronic meters send data directly to the utility, removing the possibility of human error in both meter reading and data entry.

How do the new digital water meters benefit me?

Customers can monitor their water usage more closely through the new customer web portal to manage and reduce costs associated with their water bills. Some of the many benefits customers gain from the new technology include:

- The ability to track water usage and investigate possible leaks or continuous water use such as a running garden hose or leaky water pipe.
- Precise meter readings and water usage data in near real time, allowing for identification of high usage and suspected leaks.
- More frequent meter reading, as opposed to monthly readings, which allows you to make necessary adjustments sooner to reduce

and manage costs.

- Improved customer service options including representatives who can guide you through your water usage portal and suggest cost savings tips based on your past usages patterns and trends.

How does the new technology work?

The water meter readings are over a **Secure Cellular Data Network** from the Electronic water meter to TC WCID 10 Automated Meter Reading, including Advanced Metering Analytics.

The meter data display looks similar to the numbers on a car odometer and has nine digits. The digits on the meter represent the number of gallons consumed down to the 1/100th of a gallon. The last two digits can be used as leak indicators to detect water flow through the meter.

How can I access the data on my water usage?

EyeOnWater® is the name of the customer portal we will be using. This site will enable you to access the data about your water usage through your customer web portal on your laptop, tablet or mobile device. All you need is to create a unique username (your email address) and password to have a secure account login.

Additionally, a Customer Service Representative will be able to walk you through the portal and can help you interpret your water data.

What type of alerts can I set up?

- Direct water consumption: provides WD 10 customers direct access to their water consumption data, allowing them to easily view, understand and manage their water usage
- Guide to water conservation: actionable data to help promote water conservation of customers
- Secure, cloud-based: ISO 27001 certified and SOC 2 examined for Security, Availability, and Confidentiality
- 15-minute, hourly, daily, monthly, and yearly data and charts

- Temperature and precipitation overlays
- Week-over-week consumption comparisons
- Configurable leak alerts automatically sent by email or SMS text
- Web-based consumer portal, plus Android and iOS mobile apps

How secure is my data and information?

Data from the meters is encrypted and sent through a safe and secure network to the utility databases. The meter system transmits only the water meter readings, the meter identification number, and diagnostic information to verify that the automated meter equipment is operating correctly. Only key authorized utility personnel, such as customer service representatives can access your account if needed. Secure, cloud-based: ISO 27001 certified and SOC 2 examined for Security, Availability, and Confidentiality.

Critical to the delivery of good customer service is the ability to protect and secure customer data. As evidenced throughout the system, maintaining the confidentiality and integrity of utility data is of the utmost importance to Badger Meter.

ORION® endpoints employ a number of features to ensure that data is reliably transmitted and received, that the integrity of the data is maintained, and that data cannot be captured or altered by unauthorized users. ORION endpoints utilize secure and robust encryption. Specifically, communications between the ORION Cellular endpoint and BEACON® AMA occur over a Virtual Private Network (VPN) using Advanced Encryption Standard AES-256. No data transmitted from the ORION Cellular endpoint passes over the public internet. Furthermore, ORION Cellular endpoints transmit no Personally Identifiable Information (PII).

Are the new digital water meters safe for me and my family?

Yes. Digital water meters operate at much lower levels of radio

frequencies than cell phones, microwave ovens, wireless routers and even baby monitors. Thousands of utilities across the United States use radio-read system registered with the Federal Communications Commission (FCC).

FCC License

In the United States, FCC and CTIA are the bodies responsible for regulating domestic wireless telecommunications programs and policies, including licensing, and is responsible for implementing rules and regulations regarding frequency allocations, operating and design characteristics of equipment, power limits and testing/certification requirements, among other responsibilities. The ORION® Cellular LTE-M endpoint utilizes as its primary communication licensed frequencies that are specifically set aside for LTE-M cellular communications. Unlike many AMI solutions that use shared frequencies and bandwidth, ORION Cellular endpoints utilize licensed frequencies to avoid interference from unauthorized users. ORION Cellular endpoints comply with Part 15, Part 22, Part 24, and Part 27 of FCC Rules.

No license from the FCC is required by Water District 10 to operate an ORION meter reading system.