



Frequently Asked Questions

What is MyWater?

MyWater is an innovation program that will enhance the high-quality services we currently provide through a series of customer service and infrastructure-related improvements.

What led the ACSA to develop MyWater?

The ACSA has been thoughtfully planning technology upgrades for a long time and MyWater supports our continual effort to maintain the highest level of customer service and improve utility operations.

MyWater empowers customers with several benefits and will streamline operations, reducing many of our manual processes including meter reading and billing while allowing for other value-added activities. MyWater also empowers our staff and provides them with new opportunities to gain knowledge and achieve greater success in their roles.

What will MyWater cost me? How much will it increase my bill?

The upgrades under MyWater are already included in our current and future budgets. There is no additional cost to our customers and no additional increase on their water bills.

What are the projects to be conducted under MyWater?

The first project being conducted under MyWater is our Advanced Metering Infrastructure (AMI) project. As part of our MyWater program, the ACSA is upgrading all of our 20,000-plus water meters to advanced meters.

These advanced meters will allow both customers and the ACSA to proactively view water usage data in near-real time, enabling customers to manage their accounts more effectively as we service them with greater efficiency.

Notifications on leaks, high usage, outages and other events will be part of the program, helping customers avoid costly repairs and higher bills while we all cut water waste.

In the coming months, the ACSA will announce more innovations, including a new online portal that will allow customers to view their water usage information and receive important notifications from the ACSA through their preferred methods of contact.

Our new system will also provide customers with several convenient payment options without incurring fees (e.g. Credit Card, Venmo, PayPal, PayPal Credit, and echeck/ACH).

When will the AMI project begin? When can I expect my upgraded meter?

Advanced meter upgrades are scheduled to begin this winter. The entire project will take approximately 18 months to complete.

Customers can expect notifications when installers will be in your area. The ACSA will send a letter and a reminder postcard in the mail prior to your meter upgrade. The installer will also knock on the premise door to notify the customer at the time of the meter upgrade.

What happens when my meter is upgraded? How will I be able to identify the people working on my meter?

The meter upgrade process should take approximately 30-minutes under normal conditions. You may experience a brief interruption of service during the upgrade. If you notice discolored water or air in your line, run the faucet for a few minutes to correct the issue.

Meter technicians from our installation contractor, Professional Meters Inc. (PMI) will be dressed in uniform, have signage on their vehicle and possess valid photo identification. Prior to their departure, the meter technicians leave a door tag behind indicating if your meter was successfully upgraded.

During the COVID-19 pandemic, the ACSA and PMI will follow all relevant public health guidelines to ensure your safety while we conduct our work.

How will the advanced meters work?

The upgraded meters will record your water usage information and securely deliver it to the ACSA. The readings will be used for billing purposes and to monitor leak and other alerts to provide the highest-quality service to our customers.

Personal identifiable customer information such as names or addresses are not stored or accessible by the meters or reading software.

Are the advanced meters safe?

The advanced meters exceed the Federal Communications Commission's (FCC) health and safety standards. The energy produced by these meters is much less than common devices including cell phones, microwaves, baby monitors and internet routers.

Can I opt-out of the advanced meter upgrade?

Yes, the ACSA will allow customers to opt-out of advanced meters. Please contact our office directly for further details.

Who can I contact for more information?

For more information about our MyWater program or your water meter upgrade call us at (434) 977-4511.