

Sandy Smart Meter Conversion Project

Frequently Asked Questions

1. Why is my water meter being replaced?

Over time, water meters become less accurate and can provide inaccurate water readings. By replacing meters, we will be able to read more accurately and efficiently track and bill your water usage. In addition, the new system will include an automatic meter reading technology that will save labor time, prevent any recording errors, minimize the need for the city to go on the private property of residents, allow you to track your water consumption in near real time and notify you of any unusual changes in consumption or leaks.

2. Does this mean my bill will be increasing?

Not necessarily. New meters will simply record consumption more accurately. In some cases, your bill may increase, but only if your current meter is significantly underreporting usage. Typically, the difference in accuracy is less than 20% between the new meter and an older style meter. For most customers, the difference in accuracy will be much less or not even noticeable. Presently, most residents and businesses are paying for the water they are actually using, while a few residents and businesses with older, less accurate meters are only paying for a portion of the water they use. The new system will ensure accurate readings for all the residents and businesses in Sandy from this point forward.

3. When will this work be performed?

The work will be started around August 3rd of this year. The entire project will take approximately 4 months. In most cases the transition will be completely transparent and will not affect the residents. The work will be performed during normal working hours of 8:00 AM – 5:00 PM.

4. How will this affect my service?

A contractor will come to your residence and replace your meter. Contractors will be wearing blue shirts with “PVI Meter Team” lettering. The Contractor will also be using trucks with the same messaging. The water meter will be checked to verify that water is presently not in use or the contractor will knock on your door to check. If no water is being used the meter will be replaced. There will be interruption of service for approximately 30 minutes during the change.

5. How long will it take?

In most cases, it's a simple procedure that will require about 30 min. You may notice a slight amount of air in your lines when you use the water after it has been turned off for a while. This is normal and will go away quickly with use.

6. How do I know who is authorized to do the work?

We have contracted with McKinstry to manage this project. Their sub-contractors will drive “PVI” labeled trucks and wear blue shirts with “PVI Meter Team” messaging. All contractor personnel will carry appropriate identification.

7. Do they need to come inside my house?

No, all meters are located outside the home or business.

8. What if I’m at work, on vacation or not available that day. Whom do I call?

In most cases it will not be necessary for anyone to be home. The majority of the work will take place near the street in the meter box. If you have any questions or concerns please email utilitybilling@cityofsandy.com or call 503-668-7449.

9. Why wasn’t I able to turn on my water after the meter was installed?

In rare instances, the main cut-off valve to your home may be left off. This will occur when the meter installation team is not able to pressurize the piping in your home following the installation. The normal cause of this condition is you open an inside faucet while the meter is being changed and leave it open. The water is not turned back on to ensure a sink or bathtub does not overflow when there is no one inside the home to turn the water off. In these cases, your water will be left off and a door hanger will be left on your door providing you a point of contact to call to have your water turned back on immediately.

10. Is there any Special Care or maintenance that I need to do to my new meter?

No, your new meter does not require any maintenance by the homeowner. As before, the City will take care of all maintenance. However, please know that this new meter has transmitting technology on it that sends meter readings and status information to a radio tower where it is transmitted to the billing servers.

11. I still have questions, where can I get additional information?

Please visit the City’s website at <https://www.ci.sandy.or.us/smart-meter-conversion-project>