

AMR Frequently Asked Questions

1. What is AMR?

AMR stands for Automated Meter Reading. The Henrico County Department of Public Utilities (DPU) will be replacing existing water meters with an electronic transmitting device in order to provide better service to our customers. This wireless technology that the AMR system uses can assure customers of a timely and reliable reading resulting in an accurate bill.

2. How does AMR work?

Using wireless radio transmitters, AMR reads customer meters and transfers the data into the Henrico County DPU billing system. Each meter has a unique identification number that ensures only your reading is assigned to your account. This system reduces the time required for meter readers to manually gather meter readings each day. Once the AMR system is fully implemented, DPU expects to read about 5,000 meters per day, a substantial increase over the 1800 meters we currently read each day.

3. Is my account information secure?

Yes. Only meter readings and meter numbers are transmitted. The transmitter is specifically coded to your account and meter serial number. Personal customer information will not be transmitted.

4. Do I have to be home for the meter replacement work?

Since the water meters are located outside of the home normally near the street, you will not need to be home for the replacement work. We will leave a notice at your door explaining the status of the work. If for some reason the work could not be completed, you will need to call the number on the notice for further explanation.

5. How will I know the person at my door is working on this project?

Corix Utilities has been hired by the County to replace the water meters with the AMR system. Corix employees will carry photo ID badges and their vehicles will be marked with the company's name. When your meter is to be replaced, a Corix employee will knock on your door to notify you the work is about to begin. Corix will not need to enter your home or business to install the AMR system.

6. How long will it take to install my meter?

Under normal circumstances, the installation will take approximately 30 minutes. Your water service will be shut off for approximately 20-30 minutes while the meter is changed. Please be advised that there may be some trapped air or slight discoloration in the water when you are turned back on. This will clear up after running your water for a few moments.

7. How do I know that my reading is accurate?

These state-of-the-art water meters have electronic registers, which verifies the meter reading three times before it is sent to the transmitting unit. This reading is deemed more accurate than visually reading the meter.

8. Will the meter transmitter interfere with my television, cordless phone or other electronic devices?

No, the radio transmission operates in compliance with FCC regulations to avoid interference with other electronic devices.

9. Is there anything I have to do to prepare for the installation?

Please make sure that there are no obstructions around your meter that may hamper access to the meter.

10. Where is my water meter located?

The majority of the meters in the County are located in underground boxes near the street.

11. What happens if I have a problem after the installation?

If you have a leak, low pressure or some other problem as a direct result of the installation, please contact Corix Utilities at 1-877-558-1684. For any billing problems or requests for other services provided by Henrico DPU, please contact our customer service department at (804) 501-4275.