

# Your Utility Meters Are Getting An Upgrade: Here's Why

One of the biggest frustrations we hear from Newberry residents is the price of their utility bills. The City of Newberry can help provide the tools you need to understand and control your utility usage.

Starting in April, The Utility Partners of America, a contractor for The City Of Newberry, will be updating your utility meters with new technology that will supply online usage data to each Newberry home. The Advanced Metering Infrastructure (AMI) will allow for hour-by-hour or better usage numbers, more timely electric bills, and an online portal to access it all.



## Hour-by-Hour Reports

Instead of seeing one monthly utility total, you'll have access to a **day-by-day and hour-by-hour breakdown of your usage**. You'll be able to see what effect your habits have on your monthly totals. Seeing a water usage spike on laundry days? Consider waiting for a full load before using your washer and dryer. This information will give you the ability to **lower your usage through smart habit adjustments**.

## Timely Bill

Our current system takes between 30 to 60 days to reach the billing stage due to staff needing to come out monthly to read your meter. This delay can make it difficult to relate your usage habits back to your total bill. With **automatic meter reading and data transmission** through the internet, the AMI will provide **daily updates to your water and electricity consumption** that you can view online.

## A New Online Portal

About a week after your meter is installed you'll have access to all your new data online, with the **same login you're already using** to view your utility bill, along with the ability to set notifications and alarms. Haven't signed up for online access yet? No problem! **You can create a new online account to view your new portal**.

# Frequently Asked Questions

## Why is Newberry changing their utility meter system?

Upgrading the system allows us to provide insights to residents that can help them lower their bills and conserve energy. Replacing the older meters allows us to access readings without sending someone out into the field. AMI systems are becoming a more common way for tracking and reporting utility usage. These systems are already present in Florida cities such as Ocala, Lakeland, and Orlando.

## What will the AMI system change about my utility bill?

We can not change the cost of your utilities, but it will provide insights about your utility usage. If you'd like to lower your bill, you'll be able to do so by seeing what days and times you're using the most electricity and water. By connecting the detailed usage information to your habits, you can understand what's contributing to your bill and more effectively adjust your usage to lower costs.

## How will I be able to access this information?

Our new portal will be available to you online at the same place you view and pay your utility bill now:

[www.NewberryFL.gov](http://www.NewberryFL.gov). You'll use the same login info that you already have, or you can opt in to create a new account if you haven't signed up for online access before. Your new AMI data will be available one week after your meter has been installed.

## Will this affect my utility bill?

The first part of upgrading to the AMI is replacing your existing meters. If you had a faulty meter that wasn't reporting your usage correctly, you might see a change in your bill that reflects the more accurate reading. If you have a concern about an increase in your bill related to the new system, contact us at [\(352\) 472-2161 ext 1](tel:3524722161).

## Are there any other benefits to the AMI?

Yes! The City of Newberry will know about power outages, storm utility damage and water leaks in our systems quickly, without reports from residents. The new meters will be able to provide meter readings every 15 minutes for electricity and every hour for water. These quicker updates provide overall better system reliability and reduce our response time by detecting power or water issues in your area.



For any other questions about what you can expect as we upgrade our system, please contact our customer service team at [\(352\) 472-2161 ext 1](tel:3524722161).

Learn more at [NewberryFL.gov/AMI](http://NewberryFL.gov/AMI)