

# HOW AMI WORKS

## THE MODERN ELECTRICAL GRID

As part of the City of New Westminster's climate emergency response, our electrical grid is evolving to accommodate new and sustainable technologies. An upgraded system will improve operational efficiency, provide customers with new ways to conserve, and support options such as electric vehicles and solar panels.



## WANT TO LEARN MORE?

For more information on the advanced metering infrastructure project:  
**Visit:** [newwestcity.ca/ami](http://newwestcity.ca/ami)  
**Email:** [ami@newwestcity.ca](mailto:ami@newwestcity.ca)



### COMMUNICATIONS

Advanced meters communicate using safe, secure low-level radio signals. The signals from the meters are much lower than common household devices such as Wi-Fi routers, cell phones, and baby monitors.



### PRIVACY PROTECTION

Advanced meters measure electricity use. No personal identifiers, such as names or addresses, are stored within the meter and they will not indicate which appliances you're using.

### GREATER PRECISION

Currently, your meter is read manually approximately every two months. Your new advanced meter will transmit your energy consumption on more frequent intervals.



### ENERGY MANAGEMENT

Information is transmitted across a secure, wireless network back to the electric utility. This will result in more timely information which will allow the utility to manage the flow of electricity throughout the city's electrical system and measure the quality of power being delivered more efficiently.



### IMPROVED TRACKING

Advanced meters are just one part of a collective system upgrade. Once the system is functioning as a whole, you'll be able to track how much and when your household is using electricity so you can make informed choices.



### OUTAGE RESPONSE

When an outage occurs, advanced meters will provide information about the power outage and the location. This will result in quicker response and restoration.



## ADVANCED METERING INFRASTRUCTURE A MODERN ENERGY-SAVING ELECTRICAL GRID FOR OUR CITY

[newwestcity.ca/ami](http://newwestcity.ca/ami)

**PART OF OUR  
CLIMATE  
EMERGENCY  
RESPONSE**



# ADVANCED METERS ARE COMING SOON

The New Westminster Electric Utility will be upgrading existing electrical meters, which are nearing end-of-life, with a more capable metering system known as advanced metering infrastructure (AMI). Advanced meters are the current industry standard and are used on more than 70% of Canadian homes and this number continues to grow.

The City of New Westminister's existing electric metering infrastructure is aging, becoming obsolete, and costly to maintain. Advanced meters are a critical step to modernizing the City's electrical grid and will enable the electrical utility to keep providing reliable, cost-effective service to our customers.



## CUSTOMER BENEFITS

Advanced meters are one part of a collective system upgrade. Once the new system is functioning as a whole, advanced meters will support a range of features and capabilities.

### Benefits to you include:

- ✓ **Having greater insight into your energy usage will help you reduce energy waste and save money**
- ✓ **Outage response times will be faster and more targeted**
- ✓ **Enhanced safety features will help protect your home and community**
- ✓ **The utility will have improved operational efficiency and will reduce costs over time**
- ✓ **A modernized grid will support innovative technologies such as electric vehicles and solar panels**



## YOUR PRIVACY AND SAFETY ARE IMPORTANT

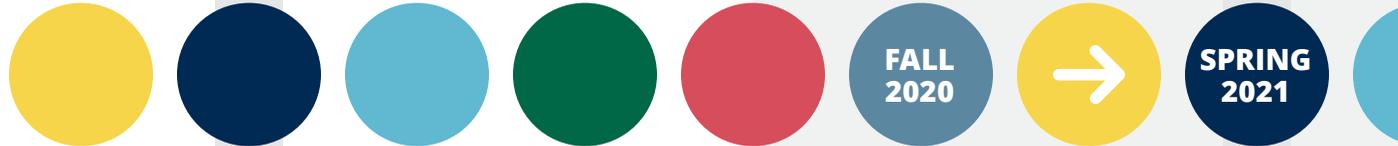
All electrical meters must pass strict safety and accuracy measures established by federal authorities such as Health Canada and Measurement Canada. The meters we have selected are compliant with all appropriate standards set by Health Canada.

We place a high priority on customer privacy, and we must protect your personal information by law. All personal information collected is managed in accordance with the Freedom of Information and Protection of Privacy Act, as it has always been. Our vendor, and our internal teams, will all work together to ensure your information is kept private.



## NEXT STEPS

A detailed installation schedule is currently being developed with installation anticipated to begin in fall 2020 and completed in spring 2021. More details and specific dates of when your meter will be replaced will be provided in advance of your new meter being installed.



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