

Bolton Point Water Meter Upgrade Project Update June 2017

One year after beginning meter upgrades, the Bolton Point Advanced Metering Infrastructure (AMI) project has upgraded 99% of the total residential meters. Thank you letters were recently sent to our customers. Please remember to update your contact information (phone numbers, email addresses, etc.) via our website www.boltonpoint.org, (left side of screen-Customer Center/Update your account) or call us anytime at 607-277-0660.

With our new system, you will no longer be required to read your water meter each quarter nor will we mail meter read cards. Water bills will be sent out using the new meter readings. Bills are mailed quarterly on 1st of each month on the following schedule:

Town of Dryden/Village of Lansing-January, April, July, October

Town of Lansing/Village of Cayuga Heights- February, May, August, November

Town of Ithaca- March, June, September, December

The AMI project has been a group effort over the past 18 months. The AMI system has many benefits including improved water management, leak detection and customer service. The system allows your actual water usage to be sent to us automatically. This will allow us to identify irregular usage and respond quicker thus preventing high quarterly demand and subsequent high water bills. The AMI system will allow Bolton Point staff to manage the entire water system by comparing weekly or monthly master meter readings with weekly or monthly customer meter readings for a particular tank zone. This would allow staff to determine how much nonrevenue water is lost in each tank zone. Customers will not be required to read water meters. An AMI system will allow Bolton Point staff to provide monthly, weekly and hourly usage information to assist in billing disputes. These events may include lawn irrigation, filling a swimming pool, extra house guests and leaking toilets.

Thank you for participating in our meter upgrade project. Please visit our website at www.boltonpoint.org for more information on rates, due dates, our history and updates on the AMI project. Customers with any questions about the AMI project are invited to contact Bolton Point General Manager Joan Foote at 607-277-0660 x229.