



# Advanced Metering Infrastructure (AMI)

## What is Advanced Metering Infrastructure (AMI)?

Advanced Metering Infrastructure (AMI) is an integrated system of water meters and communication networks allowing the city to read water meters remotely. AMI provides daily reporting of water use, which allows customers and the city to manage usage and detect leaks.

## How to Access



You can sign up on the WaterSmart customer portal to track your water usage at [ThorntonWater.com/WaterSmart](https://ThorntonWater.com/WaterSmart). The portal will display your usage in near real-time. You will need your 13-digit online customer account number and ZIP code to create an account.

## The Benefits



Highly accurate data collection.



Access to both monthly billing and daily water use data in the customer portal.



Daily water usage data and alerts can identify potential leaks, which helps reduce water waste and high water bills.

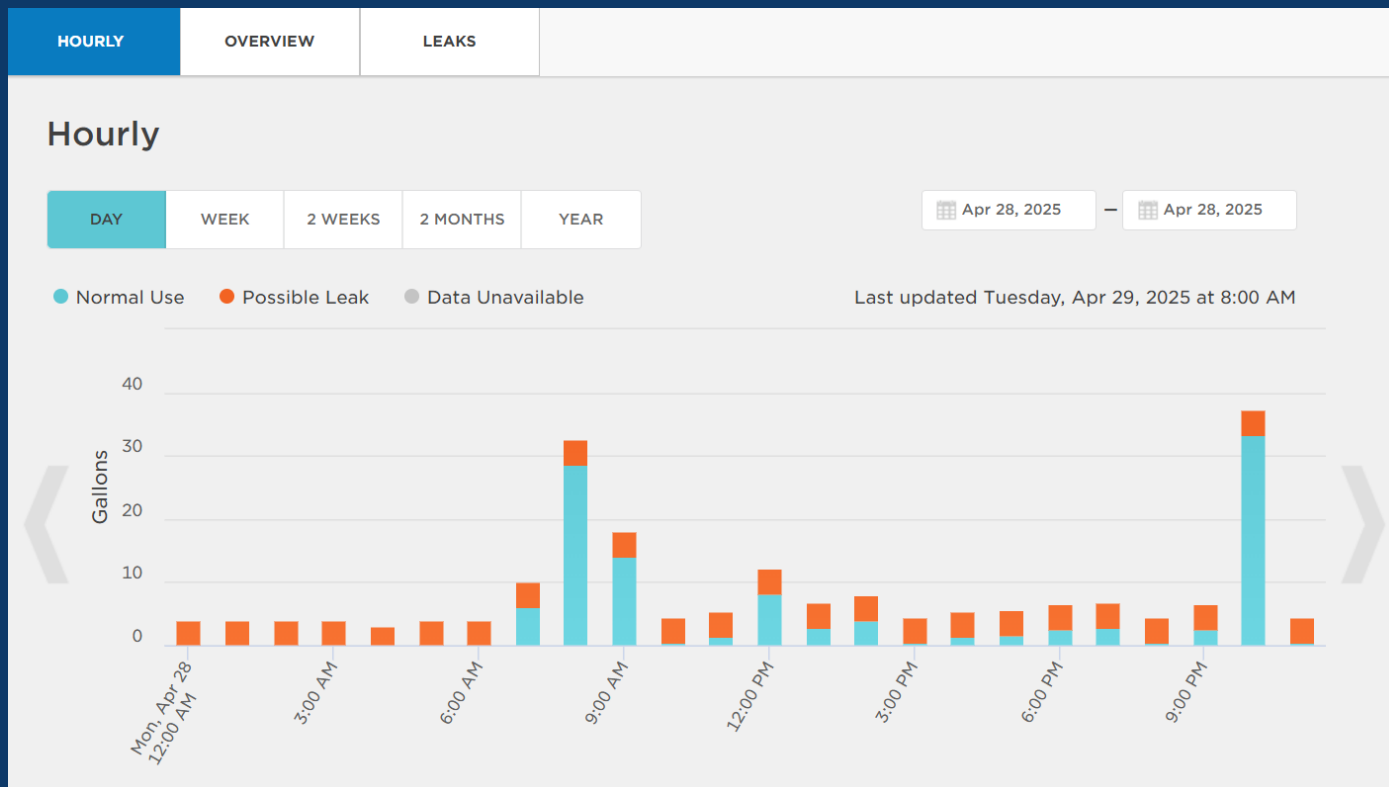


Near real-time information allows city staff to provide better customer service.



Online access to a customer portal lets customers monitor and manage their water usage. The portal language can be set to English or Spanish.





The WaterSmart portal shows your daily water use and highlights potential leaks to help you quickly make repairs and manage your water use.

## The Details

For AMI to transmit data, the City of Thornton has replaced all residential meter lids with polymer lids allowing for reliable data collection. The data transmitted does not include customer-identifiable information.

To collect meter reads for monthly bills, meters will be read the same way; however, instead of a car driving down each street to collect the readings, the city will have the capability to obtain the readings through the AMI network. **If you have questions about your bill, please contact Thornton Utility Billing at 303-538-7370 or email [UtilBilling@thorntonco.gov](mailto:UtilBilling@thorntonco.gov).**



Visit [ThorntonWater.com](https://ThorntonWater.com) for programs that can help you manage your water use.

For more information on the WaterSmart customer portal, please contact 720-977-6600 or [water@ThorntonWater.com](mailto:water@ThorntonWater.com).

WITHOUT WATER *life would be* PRETTY DRY




[THORNTONWATER.COM](https://ThorntonWater.com)



# What is the difference between my daily readings and monthly billing data?




## Daily Data

Detailed meter readings are automatically taken daily. This information can help you:

-  **Track water usage in near real-time.**
-  **Spot leaks quickly before they become expensive.**
-  **Understand usage patterns, like outdoor watering or peak times.**

## Monthly Billing Data

Official meter readings are taken monthly to calculate your bill. This reading is:

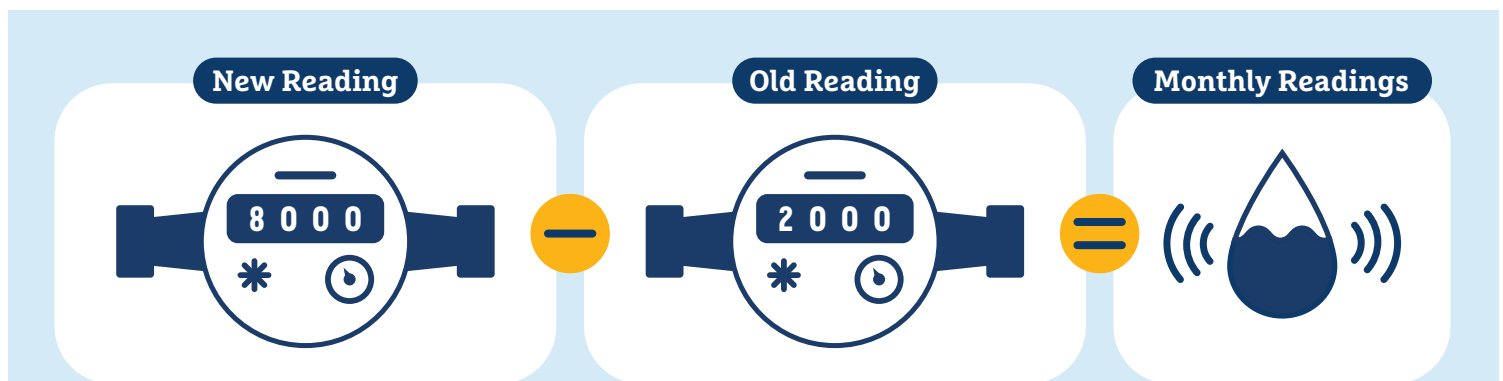
-  **Taken once per monthly billing cycle.**
-  **Based on total water used over the billing period.**
-  **Follows the normal billing schedule.**

Daily water usage readings do not affect your monthly water bill. The readings come from your meter but are primarily a trend tool to detect leaks and provide timely usage data.

## Collecting Monthly Billing Data

Thornton Water collects your monthly billing data by reading the water meter on your property, according to your billing cycle.

The dial reading on your water meter increases with each gallon of water you use over the lifetime of your meter, similar to how the odometer in your car tracks the lifetime mileage of your car. To calculate your monthly usage, Thornton Water subtracts the last month's meter reading from the most recent total to determine your monthly usage. These register reads can be found on your utility bill.



Water meters show the lifetime water usage of your meter in gallons. Monthly billing data is calculated by subtracting the old reading from the latest reading. Thornton Utility Billing rounds down to the nearest 1,000-gallon unit. Additional usage above the billed amount will be applied to your next water bill.