



The City of



Public Utilities

FACT SHEET

Advanced Metering Infrastructure (AMI)

About AMI

The City of San Diego is deploying Smart Water Meters across its service territory over the next few years and has already installed Smart meters at over 11,000 service locations. The project involves the installation of highly accurate, secure, state-of-the-art metering technology for residential and commercial water customers.

In conjunction with the Smart Water Meter installations, the City is adding new online water conservation and budgeting tools for customers. The customer portal includes a usage analyzer that enables customers to see their water usage anytime during the billing cycle. After registering and providing up-to-date contact information, the customer can elect to receive water alerts. The alerts will notify customers if their water usage indicates a potential leak or abnormal usage.

Getting Smarter and Working Together – AMI Benefits

- Save money by knowing your daily and hourly consumption history, water usage comparisons by day, week, month, year and supporting information such as weather trends. This enables you to better understand and make informed decisions about your water use and associated water bill.
- Bill-to-date information will be available on a daily basis, giving you greater control over your water bill. You can set a threshold/budget for usage and be notified if your water consumption is trending to exceed, or surpass the threshold.
- New online water management tools and water alerts will help you manage your water usage. You can receive alerts regarding high consumption and continuous flow.

Already have a Smart Water Meter? Then we are using smart meter data to prepare your bill.

There is little change in the appearance of your water meter and it can still be read visually. You can access new smart meter tools and information via our online customer portal:

1. Access the customer portal at www.sandiego.gov/customercare/
2. Select the account.
3. Click on the “Consumption History” tab.
4. Click on the “Click to view detailed consumption history” link.

Learn more about smart meters. Find answers to frequently asked questions and a schedule of upcoming smart meter workshops at www.sandiego.gov/water/gen-info/ami.

