



The City of Rockdale, TX will be undergoing a utility wide change out of its water meters. Through this process the City of Rockdale, TX will be installing the Master Meter brand of water meters equipped with a radio output signal for obtaining the meter reading.



Some frequently asked questions relating to this are:

1. **How will the utility insure my meter reading is the correct reading for my water meter at my address?** *This is achieved by the utilization of a unique identifying number specific to each water meter. This unique number is connected to your billing customer account number insuring that only your specific meter reading will be applied to your billed water usage.*
2. **Is it possible to tamper with my meter reading?** *No, it is not possible to tamper with your meter reading. The radio signal uses a specific protocol that only the utilities reading equipment is capable of receiving. All information will be handled through the reading system and software with up to 256 bit encryption.*
3. **Will water or dirt in my meter pit cause a meter reading to be inaccurate?** *No, all Master Meter Radio water meters are IP68 approved for protection of the natural elements experience while in use in a meter pit environment.*
4. **Will the Radio signal from my water meter interfere with my phone or television reception?** *No, all Radio signals from the water meter adhere to Federal Communication Commission (FCC) requirements under Title 47, part 15 rules to prevent any interference with other radio applications.*
5. **Will the water meter be able to detect leaks?** *Yes, the water meter has technology to detect leak events taking place past the water meter. This may enable the utility to better serve its customers through identification and handling of customer leak issues.*
6. **Is there any harmful health effects from Radio read water meters?** *No, according to the American Cancer Society there are no harmful health effects from Radio read meters. Further information is available at the American Cancer Society web site:
<http://www.cancer.org/cancer/cancercauses/othercarcinogens/athome/smart-meters>*

All new meters being installed will be at full accuracy consistent with applicable American Water Works Association Standards. **The City of Rockdale welcomes you to monitor your water usage as this beneficial project is implemented for our community.** For billing questions contact City Hall at 512-446-2511 and for installation questions call the Public Works Department at 512-446-7320.

Reference information has been provided by HydroPro Solutions (www.hydroprosolutions.com) who is Master Meter's Premier Partner supplying and supporting the Master Meter family of metering products.