

Frequently Asked Questions:

Why is Shelby County Water Services replacing meters?

Shelby County Water Services will be transitioning to automated meter reading (AMR). The majority of the existing meters in our water system are too old and are not compatible with automated meter reading systems; therefore, we will replace those meters with meters that are compatible with the AMR system we have in place.

Is it possible for my water bill to go up with a new meter?

Over time, water meters lose their accuracy by turning slower as they age. As a result, you could be receiving more water than what the meter currently shows. If this is the case, you may see an increase in your bill with the new meters due to the accuracy being corrected by the new meter.

What is Automated Meter Reading?

Automated Meter Reading is a communication technology installed at the meter. This will allow us to drive by your meter and collect your meter reading from a receiver. By changing to this technology, it will provide reliable readings resulting in accurate billing.

How much will the upgrade cost me?

There is no cost to customers for the meter.

How will AMR benefit me?

By ensuring that your bill is based on actual usage, AMR improves accuracy, eliminating the potential for human error from manual meter reading, and can help to identify any irregularities in water usage, such as leaks.

How long will it take to replace the water meter?

Under normal circumstances, the installation will take approximately 30 minutes. Your water service will be shut off for approximately 20-30 minutes while the meter is changed.

When will my installation occur?

Installations will be completed gradually based on meter reading routes. We will begin in mid-November 2025, and the entire project is expected to be completed within one year.

How is the installation done?

The installer will locate your meter box containing your water meter. The installers will briefly turn off the water, allowing them to remove the old meter and install a new one. When the new meter is installed, the installer will test the meter to ensure that it is operational.

What if I need special consideration for when my water is turned off?

If you require a scheduled meter changeout please contact us at (205) 670-6540 or email us at meterproject@shelbyal.com so we can schedule a time that works best for you.

Do I have to be home for the meter replacement work?

Since the water meters are located outside of the home normally near the street, you will not need to be home for the replacement work.

Who is doing the work?

Shelby County Water Services has partnered with Advanced Meter Infrastructure (AMI) to perform the meter change-out project. They WILL NOT need to enter your home or business to install the new meter.

What can I expect when my meter is being changed?

AMI will knock on your door to notify you that there will be a short interruption of water service. If no one is home, a door tag will be left to notify you that your meter has been changed out.

AMI will perform all work associated with the meter changeout.

Once the new meter is installed, AMI will look for an outdoor faucet to flush your service line to prevent air from entering your plumbing. After AMI clears the air from your line, they will turn the faucet off and record the meter reading so that you are not charged for the water used to flush the air from your line.

Is my account information secure?

Yes. Only meter readings and meter numbers are transmitted. The transmitter is specifically coded to your account and meter serial number. Personal customer information will be not be transmitted.

What if I have questions about the last meter read before my upgrade?

Digital photographs will be taken of the last meter reading, should any questions arise. The installer will provide these photographs to our office staff, who will have this information available to answer any questions you may have.

Do I need to do anything to prepare for the installation?

To help keep everyone safe, dogs and other domestic pets need to be kept out of yards during installation. Also, please make sure that there are no obstructions around your meter that may prevent access to the meter.

What happens if I have a problem after the installation?

If you have a leak, low pressure or some other problem as a direct result of the installation, please contact Shelby County Water Services at (205) 678-2818.