
WHAT YOU NEED TO KNOW ABOUT THE INSTALLATION OF AMI METERS



Electric and Water meters in this project may be replaced by the City or its Contractor, CCI.

How long will it take?

Power and water services may be turned off for less than 30 minutes in most cases.

How will I be notified?

CCI will knock on the door to inform you that work is beginning and leave a door hanger explaining what they've done when they're through. You will also be notified if there was an issue preventing CCI from changing any of the meters serving you.

How do I know it's CCI?

CCI representatives will have trucks with the CCI and City logos, and present upon demand, a laminated letter authorizing the CCI employee to upgrade your meter. You can also call the City at 704-878-3564 to verify the identity of any person claiming to work for CCI and ask to see their ID. These workers should not enter your home nor ask you for money for any reason.



What does it cost?

Your new meters are owned and supplied by the City at no charge to you. Changing to AMI meter reading will save the City money, long term, and this will hold down costs you pay, long term.
