



September 1, 2021

Palmira Community  
c/o KEB Management  
Pegasus Property Management,  
Tropical Isle Management.

Re: Installation of Advanced Meter Infrastructure (AMI)

To Palmira Community,

We are pleased to announce the installation of an Advanced Meter Infrastructure (AMI) system in our service area has begun.

The AMI system uses a small radio device to periodically transmit low-power radio signals wirelessly from water meters to receivers mounted on water tanks or utility poles. Water use information is sent wirelessly over a dedicated communication channel, eliminating the need for manual meter reading. A customer portal will be set up so that members may have access to their water use information and monitor that use in real time. Transition to an AMI system enables us to more efficiently provide safe and reliable water and wastewater service to our members.

The AMI system will provide members and staff with greater visibility into water use in our area, will allow quicker identification of leaks, and will support water conservation efforts. Starting in September 2021, we will be changing out manual meters for AMI meters in Palmira. The installation process is estimated take four to six weeks to complete. The installation crew will knock on doors before changing out meters. If no one answers the door, they will leave a door hanger to alert that they were there. If there are any issues the homeowners can call the number on the door hanger. Thank you.

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