

Community	What size iPerl meters are you using?	When did you start using iPerl?	How many do you have installed?
Joliet	No Response	No Response	No Response
Aurora	No Response	No Response	No Response
Lombard	5/8"	2011	<1,000
Bensenville	3/4" and 1"	2012	~4,100
Village of Cary	3/4" and 3/4" shorts	Our 1st meters were installed in January 2013.	We have installed 2100 meters to date. We are installing the meters with our water staff members. Because of a limited clerical staff we are using an outside contractor (United Meters) for meter appointment scheduling. This has worked very well for us.
La Grange	5/8, 3/4, 3/4S, 1	2 years ago	about 4,500
City of Belvidere	3/4" & 1"	Summer of 2012	195
Westmont	5/8" - 1"	three years ago	3,500 so far
Village of Morton Grove	5/8 thru 1"	2014	Less than 500
Homewood	5/8, 3/4, 1,	3 years ago	6,500
City of Des Plaines	5/8" thru 1"	Jul-12	Approximately 3,000. This number includes large commercial meters, Omni 1.5" thru 6".

How many still remain to be converted?	What type of meter problems have you encountered?	Have you had any accuracy issues?
No Response	No Response	No Response
No Response	No Response	No Response
10,000	Cross Threading Issues; Programming issues	no
<20	Freeze Issues	none
Approximately 4000 meters remain to be converted. We have budgeted 800 meters per year.		None so far.
0		No
7205	Freeze Issues	No
2,500	Cross Threading Issues	No
Project is complete	None	No
150	Freeze Issues; Cross Threading Issues	No issues here. We also did in-house testing and sent same meters out to a 3rd party testing to compare results. Results came back the same and the meters were reading correctly
Approximately 13,400, this includes larger commercial meters.	Freeze Issues; Cross Threading Issues; Backwards Installation	None

Have you observed a spike in high usage due to the improved low flow reading capabilities of the iPerl meter?	What has been customer feedback regarding the meters?
No Response	No Response
No Response	No Response
not as of yet, too few in the system	no complaints yet, main question was how it would affect the grounding of the electrical system for the house. jumper wires need to be installed
sporadic. our water loss has dropped during the implementation stages, but we also improved other system components	mixed. initially some were against plastic meters and the "big brother" watching with the AMI software. Some have been very grateful of the ami software when we have informed them of potential leaks prior to billing cycle.
We have not been able to identify an upward trend in usage yet. However, we have had a substantial number of residents request that we perform "leak tests" after receiving new water bills. (This is a service we provide to residents.) These requests are being driven by increased water bills.	The only negative comments we receive concern the Smart Point units that are mounted outside. They are considerably larger than the previous touchpads and a small amount of residents think they are an eyesore.
No, however customer service has improved through the ability to be able to see hourly data. For example, leaking toilets or faucets are easy to identify.	The ability to see current hourly data has helped with explaining high usage bills.
No	No customer feedback. Most don't care
Yes	Pretty Good
Too few to monitor	None
We did see a increase in higher bills, but this is due to the meter picking up the low flows	Yes, both good and bad, there has not been a lot of feedback
Yes	Most people don't have any complaints. Some people question how to read the meter since a lot of numbers appear on the digital display and periods and commas are difficult to see.

Any other feedback that we should know?

No Response

No Response

Customer support through HD Supply is very limited. Their tech person is very good, but he is spread too thin and takes a VERY long time to get problems solved. They have promised to hire more for a few years and have yet to do so. Sensus support usually tells you to read the manuals.

with respect to the freeze issues, we have many meters in uninsulated crawl spaces and residential meter pits.

ami software has been very helpful in identifying when potential leaks started. software is easy to use.

would be happy to answer any other questions you may have.

Iperls are capable of being programmed for 4 or 8 digit billing readings. You should determine up front how this will work with your billing system software.

Iperls are made of a composite material. You may have to address electrical grounding issues in older residences.

We have been happy with the Iperl meters, have had two crack from freezing

We did have a grounding issue with the plastic meter. You must install a ground strap in those cases.

No

We will be going from a quarter bill to a monthly bill in October, and the residents are very happy about that from what we have heard.

The water meter itself is very accurate and reliable, however nothing is 100 % free of errors. If you would like to discuss further please feel free to contact me.