

# Common Questions about Automated Meter Reading (AMR)

## What kind of equipment is being installed?

- A small transmitter is attached to your gas meter that enables our technicians to read the meter from the street. See before and after pictures of a meter below.
- This is not Smart Meter technology. Smart Meters continually receive and transmit information between the meter and the utility. AMR allows the utility to wirelessly collect meter readings from the street rather than walking to each meter.
- No personal information is transmitted by the AMR technology, only meter readings.

Before



After

## Who is performing the installation?

- Roanoke Gas has hired a contractor, TruCheck, to install AMR devices on our meters.
- Pictures of the TruCheck uniform and truck are below to help with identification.
- Each TruCheck employ will have a company issued ID on their person.



## When will installation take place?

- A post card will be mailed to your address about a week before installation begins in your area. See sample below.
- Installations will be performed Monday through Saturday, 7:00 a.m. until dusk and typically take less than 20 minutes.
- You do not need to be home. If TruCheck cannot gain access to our meter, a door hanger will be left with instructions. See sample below.
- There is no charge to you.
- No interruption of gas service will occur.
- If you are aware of meter access issues, and have received a post card or a door hanger, please call TruCheck at 1-855-368-2493 between the hours of 7:00 a.m. and 8:00 p.m. Monday through Friday to schedule an appointment.



## Automated Meter Reading Is Here

In an effort to enhance service to our customers, Roanoke Gas is installing Automated Meter Reading (AMR) devices on our meters within the next few weeks. A small transmitter will be attached to your natural gas meter that enables our technician to simply drive by your home to read our meter. This minimizes the need to access your property for meter reading.

### About the installation:

- There is no charge to you
- You do not need to be home
- There will be no interruption of your natural gas service
- TruCheck, a Roanoke Gas contractor, will perform the installation
- Installation hours are 7:00 AM to dusk, Monday through Saturday
- If TruCheck experiences access issues, a door hanger will be left with instructions

**You'll join the millions of natural gas customers nationwide who already enjoy the benefits of this advanced technology.**

**For more information about this upgrade, please visit [www.RoanokeGas.com](http://www.RoanokeGas.com).**



## Attention

In an effort to enhance service to our customers, we are installing automated meter reading (AMR) devices on our meters. We attempted to perform this installation today, but were not able to gain access to our meter.

Please call our contractor, TruCheck at **1-855-368-2493** between the hours of 7:00 a.m. and 8:00 p.m. to schedule an appointment. Installations are performed Monday – Saturday 7:00 a.m. until dusk.

Thank you for your attention to this matter.



Call **811** before you dig!

## Why is this important?

- Roanoke Gas is installing AMR technology to increase efficiency, enhance safety and improve overall service to our customers.
- AMR equipped meters will allow us to gather meter readings for normal monthly billing from the street, helping us avoid many common obstacles such as severe weather, locked gates, tripping hazards and animal interference.