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CONTACT:

Rodney Martin, Utilities Superintendent
Utilities Superintendent
910-692-1983
RMartin@southernpines.net

The Town of Southern Pines Begins Installation of New Water Meter Technology

SOUTHERN PINES, NORTH CAROLINA – A new advanced water utility meter reading system recently approved by the Town of Southern Pines will improve customer service for over 8,000 customers served by the utility. The new meters utilize an enhanced technology that virtually eliminates the need to read meters manually. The project, which was approved by the Southern Pines Town Council in April, 2013, is currently being piloted in select areas. The Town expects to have all water meters transitioned to the new system by November 2013.

The new advanced meter reading (AMR) technology improves billing accuracy, reduces meter reading costs, and provides flexibility for two-way reading capabilities that support water leak detection and remote meter reading.

“The Town is consistently working to enhance the integrity and efficiency of our water utility, and this new meter reading technology is a win-win for our customers and for the utility system,” said Mayor David McNeill. “Customer service is our #1 priority and this will significantly enhance service and cost-savings throughout the system.”

To ensure the transition to the new AMR system runs smoothly, the Town of Southern Pines has engaged DavenportLawrence, a government advisory firm based in Aberdeen, NC, to help manage the project. MatchPoint Inc. of Wilmington, NC is installing the meters, which were developed by Badger Meters, a global leader in utility meter technology.

According to MatchPoint, the new meter equipment can be installed in just minutes with only a brief interruption of service. MatchPoint will place door hangers at each service location in advance of installation. Customers may visit the Town of Southern Pines website at www.southernpines.net for more information and to view a map of installation progress.

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