



Frequently Asked Questions About Automated Meter Reading (AMR)

How does AMR work?

Implementing AMR systems involves attaching an Encoder Receiver Transmitter (ERT), a small computerized device with a built-in radio transmitter, to the natural gas meter. The ERT records customer usage and then transmits the information to remote data collectors via a safe, low-level radio frequency.

Are there any health hazards or safety issues associated with AMR technology?

None whatsoever. The equipment operates at very low levels comparable to electromagnetic fields that are already present in the environment. All equipment has been designed to operate within state and federal standards.

Will the AMR impact my computer, home security system or other electronic equipment?

The system operates at such a low-power frequency reserved for this purpose that it is highly unlikely it will interfere with the operation of any other equipment.

How will AMR benefit me?

- Your natural gas bills will reflect monthly actual readings which means fewer estimated bills.
- AMR will virtually eliminate the need for NJNG to access your property for meter reading so you'll no longer need to make special arrangements on scheduled read days.
- You will no longer need to read your own meter to avoid an estimated bill.

Will NJNG perform the AMR installation?

Yes. Our installers will be easy to identify. They will be wearing lime green vests and carry NJNG ID badges. Their vehicles will display the NJNG logo.

Will I have to be present during the installation?

We will knock on your door before we begin the installation. As long as we have access to your natural gas meter(s), you do not need to be home for the installation. If you have previously provided specific access instructions for regularly scheduled meter readings, we will follow those instructions for entry. If we cannot access your meter, we will provide you with instructions on how to call for an installation appointment, usually via a door hanger left at your home.

When can I expect the AMR system installation?

We will begin in December 2008 and continue throughout 2009. If installation is possible at the first visit to your home, the AMR will be installed. Otherwise, we will notify you by door hanger how to call for an installation appointment.

Can I still call in or report a meter reading on the NJNG Web site?

Once our AMR meter has been installed, there will be no reason to call in or report a meter reading for regular billing. The meter will be automatically read each month.

Once AMR is installed, will NJNG need access to my meter?

We will not have to gain access for scheduled meter readings or for billing purposes. We will need access for inspections that are required by law and as part of the regular replacement of meters as they age. We will also need access to physically turn on or turn off service and in response to any suspected problems with your meter.

When will automated reading start?

We won't activate the upgraded meters for automated readings until a majority of meters in an area have had devices installed. Until then and for a time after, our meter reader will continue to read meters or leave a meter-reading card.

Is there a charge for AMR?

There is no additional charge for AMR.

Will my billing date change?

Some customers will see their billing date change; however, we will try to lessen any impacts that change may have.

Are meter readers losing their jobs?

No. NJNG is transitioning to monthly meter reading in all its service territories so the meter readers in Monmouth County will be reassigned to other areas so those meters can be manually read each month.