



LETTER TO THE COMMISSION

LTC No: 25-217

TO: Honorable Mayor and Members of the Fort Lauderdale City Commission
FROM: Rickelle Williams, City Manager *RW*
DATE: November 14, 2025
SUBJECT: Update on Advanced Metering Infrastructure (AMI) Smart Water Meter Implementation

The purpose of this Letter to the Commission (LTC) is to update the City Commission on the Advanced Metering Infrastructure (AMI) Smart Water Meter Program, including public outreach, engagement activities, and available resources to keep the community informed throughout project implementation.

The City of Fort Lauderdale owns and operates approximately 65,000 potable water meters ranging in size from 5/8" to 16". The City invoices an average of 40,000,000 gallons of water per day. The existing mechanical meters, which rely on moving parts to measure water flow, naturally degrade over time, likely resulting in under-registration, inconsistent billing, and reduced revenue recovery. To address these issues and improve operational efficiency, the City is transitioning to advanced solid-state Smart Water Meters as part of the AMI program.

On July 2, 2024, the City Commission approved an agreement with Core & Main LP to implement and install the AMI system (CAM #24-0215). City staff, contractors, and consultants, have been actively working on system integration, site audits, and communications planning. City staff are now preparing to initiate public outreach and begin the meter installations.

Imperial Point will serve as the initial installation deployment area, with a gradual rollout to ensure smooth implementation and allow the City to monitor and adjust operations before citywide deployment. On November 12, 2025, City staff and the contracted outreach team attended the Imperial Point Civic Association meeting to brief neighbors on the project and installation expectations (Attachment 1).

The AMI installation schedule will follow the established water meter reading cycles, which may not always align precisely with neighborhood boundaries. Following the initial deployment in Imperial Point, outreach and installations will begin in Commission District 3 and Commission District 4.

A comprehensive communications plan has been developed to keep residents informed before, during, and after meter installation. The outreach efforts include:

- Community Presentations: City staff and the outreach team will attend neighborhood association meetings to brief residents on the program and what to expect during installation;
- Website Updates: A dedicated webpage on [SpotlightFTL.com/smart-water-meter-program](https://spotlightftl.com/smart-water-meter-program) provides project details, frequently asked questions, and ongoing updates;
- Interactive Project Map: Residents can view a live map showing the installation schedule and progress at <https://ftlcity.info/48aITG7>;
- Direct Notifications: Property owners will receive notification postcards in advance of the meter installation with information on what to anticipate and who to contact with questions. Door hangers will be provided after installation with additional details; and
- Customer Support: Residents can call a dedicated hotline for the Smart Water Meter Program for assistance, 954-745-0567, Extension 308.

The estimated timeframe for citywide project implementation is Fall 2027.

For further inquiries, please contact Albert Carbon, Utility Services Director, at ACarbon@fortlauderdale.gov

Attachment:

1. Smart Water Meter Outreach Presentation

c: D'Wayne M. Spence, Interim City Attorney
David R. Soloman, City Clerk
Patrick Reilly, City Auditor
City Manager's Office
Department Directors



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SMART WATER METER PROGRAM

Agenda

- What is the Smart Water Meter Program?
- How do smart water meters work?
- Key Benefits
- Current Status
- FAQ
- Stay Connected

What is the Smart Water Meter Program?

The City of Fort Lauderdale is rolling out a **Smart Water Meter Program** to upgrade approximately **65,000** water meters, enabling automatic reading, improved water efficiency, and proactive leak detection.

The **first phase** will begin in **2025** and includes **replacing meters** according to our billing cycle schedule, organized by neighborhood clusters.

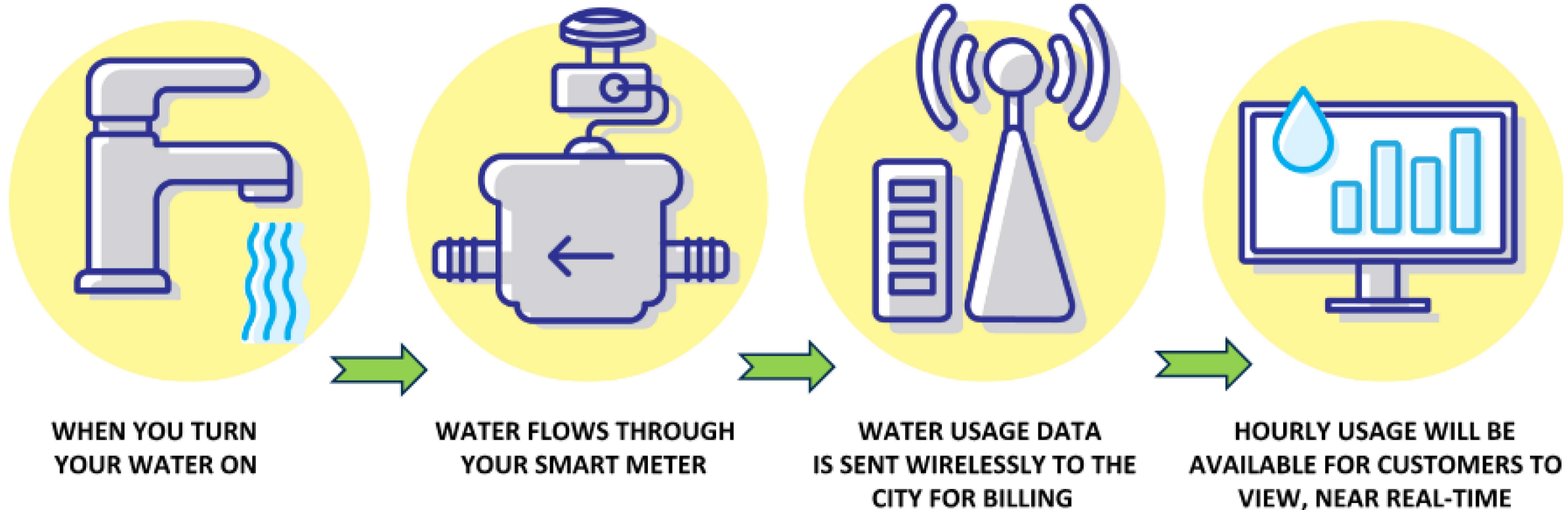
Customers will be able to **view their hourly usage** at a future date to help them better understand and manage their water consumption.

The City is committed to **keeping customers informed** throughout every step of this process to ensure a smooth transition to the new system.



How do Smart Water Meters work?

Smart water meters track water usage hourly, allowing the City to remotely read meters and provide customers with near real-time information about their water consumption via an online portal.



Key Benefits

These are the key benefits you can expect from the Smart Water Meter Program:



Remote Reading

Fewer service vehicles on the road and fewer property visits to get timely water usage information.



Improved Water Management

Near real-time hourly usage insights enable better understanding of consumption and smarter conservation decisions



Reading Accuracy

Updated technology provides hourly usage measurements for more accurate billing



Timely Leak Alerts

Early identification and notification helps spot and address leaks quickly to avoid damage and waste

FAQ Examples

Here are some questions customers may have about the Smart Water Meter Program, with answers. Please visit SpotlightFTL.com for more (link on final slide).

General Information

What is the Smart Water Meter Program?

The City of Fort Lauderdale is upgrading all water meters to smart meters. These devices automatically track your water usage multiple times daily, allowing the City to remotely read the meter and provide you with up-to-date information about your water consumption.

Benefits & Features

How can I save money using smart metering?

Smart meters track your water usage in near real-time, helping you detect leaks early. Additionally, you can set up personalized alerts for high water usage and adjust consumption habits accordingly.

Installation Process

Will I be notified before installation?

Yes, the City will send communications a few weeks before your scheduled installation. The installer will also knock on each customer's door prior to installation.

What's Next?

Neighbors will receive notification that their Smart Meter is coming. The installation process should be minimally disruptive.

NEW SMART WATER METERS ARE COMING SOON!

Water meter upgrades will begin in your neighborhood in the coming weeks.

The City of Fort Lauderdale is upgrading water meters citywide to new smart meters that improve accuracy, reliability, and service. These advanced meters provide near real-time data to help detect leaks faster and ensure better customer service.

What This Means for You:

- Faster leak detection
- More accurate billing
- Improved service reliability

The City provides more detailed updates on the dedicated Smart Water Meters project page. Scan the QR code or visit: <https://bit.ly/smartmetersfl>

For more information, please contact the dedicated project line at (954) 745-0567, extension 308, or email SmartMetersFTL@bbraga.com.



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Smart meters mean better service and a more sustainable future for Fort Lauderdale!

Pre-installation Postcard



New Meter Installation



New Smart Water Meter

STAYING CONNECTED

There are several ways to get program updates and answers to any questions about the Smart Water Meter program!

Visit SpotlightFTL.COM



Follow the City of Fort Lauderdale on social media:



FTLcity.info/connect

Call us on the Smart Water Meter Hotline:

954-745-0567, Extension 308

Send us an Email:

SmartMetersFTL@brizaga.com



THANK YOU!