



LETTER TO THE COMMISSION

LTC No: 26-105

TO: Honorable Mayor and Members of the Fort Lauderdale City Commission
FROM: Rickelle Williams, City Manager *RW*
DATE: April 8, 2026
SUBJECT: **Advanced Metering Infrastructure (AMI) Smart Water Meter Program (Update #2)**

The purpose of this Letter to the Commission (LTC) is to provide an update on the Advanced Metering Infrastructure (AMI) Smart Water Meter Program, including installation progress, public outreach efforts, and available resources.

Program Progress

With initial setup and implementation underway, the AMI Smart Water Meter Program is now in an accelerated installation phase. As of March 21, 2026, a total of 3,092 meters have been installed citywide. The project team is installing approximately 200 smart water meters per day, four (4) days per week. Beginning in early April 2026, the installation rates are projected to increase to 300 meters per day, four (4) days per week, with a goal to further increase to 400 meters per day, four (4) days per week by May 2026. At this pace, the City remains on track to complete the installation of approximately 65,000 water meters by early summer 2027. The following provides a detailed update on the current installation status and sequencing.

Current Installation Status and Sequencing

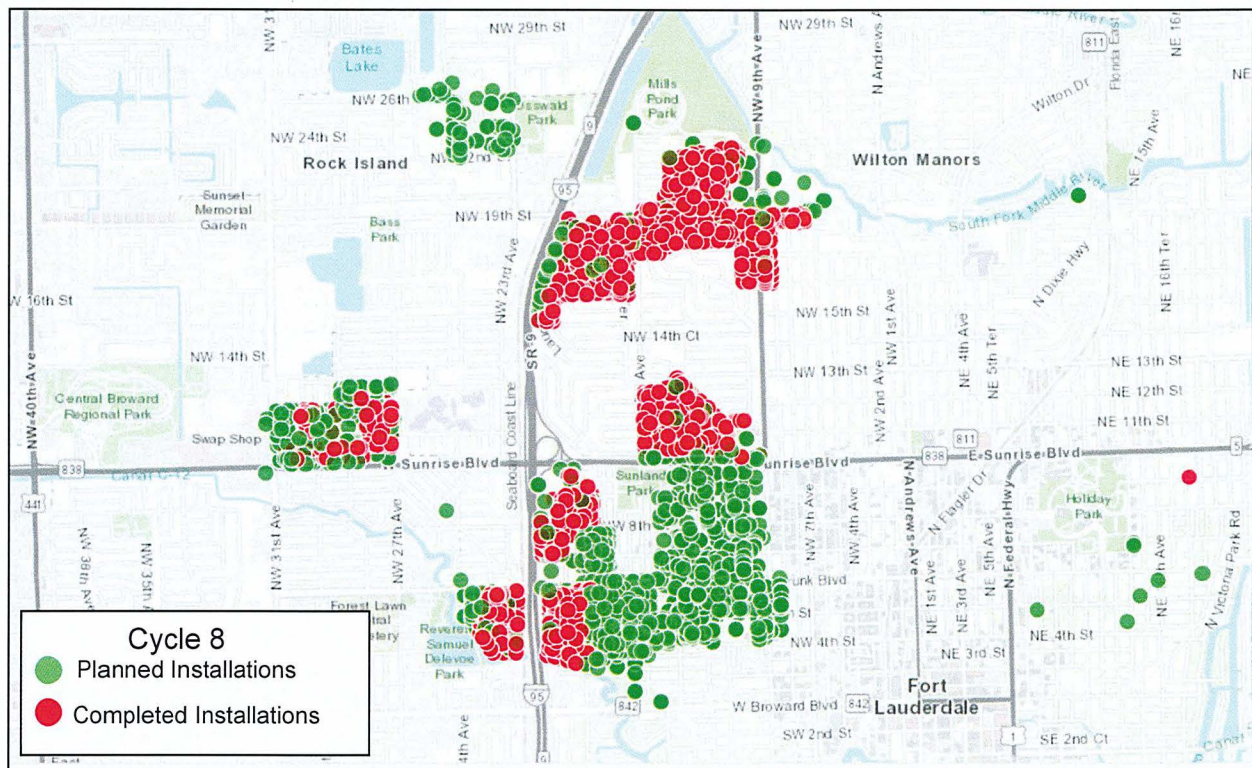
The planned installation activities are sequenced by billing cycles, which do not align exactly with neighborhood boundaries. The geographic relationship between billing cycles and neighborhoods is illustrated in the Map of Billing Cycles and Neighborhoods (Attachment 1).

To minimize impact on billing operations, installations are performed in two (2) cycles at a time that have opposite billing periods. This ensures work does not occur during active meter reading and billing windows. Installations began in December 2025 during billing cycles eight (8) and eighteen (18) and will continue sequentially through all other billing cycles until completed.

Within billing cycles eight (8) and eighteen (18), a combined total of 2,536 meters have been installed. The difference between the cycle totals (2,536 meters) and the overall citywide installation count (3,092 meters) is primarily due to routine meter replacements performed outside of the larger AMI installation schedule.

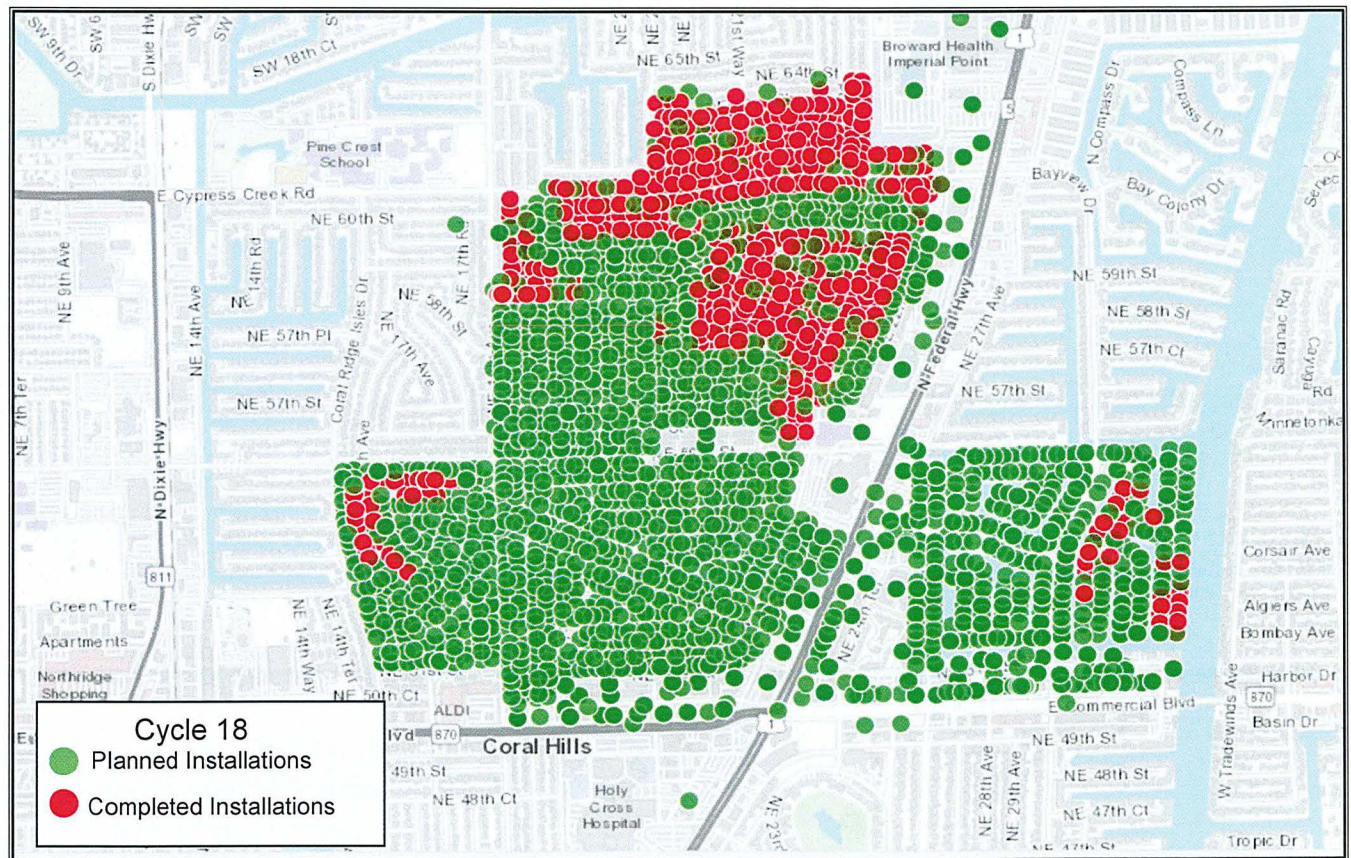
Billing Cycle Eight (8)

Neighborhoods	Completed	Percent Completed
Durrs	146	35%
Home Beautiful Park	2	1%
Lauderdale Manors	921	89%
No HOA	150	42%
River Garden / Sweeting Estate	91	70%
Riverbend	216	27%
Rock Island	1	1%
South Middle River	85	88%
Total Cycle 8	1,612	52%



Billing Cycle Eighteen (18)

Neighborhoods	Completed	Not Completed
Coral Ridge Isles	46	15%
Imperial Point	824	54%
Knoll Ridge	4	0%
The Landings	48	10%
No HOA	0	0%
North Golf Estates	2	2%
Total Cycle 18	924	30%



Community Outreach

In parallel with installation activities, the City continues to implement a proactive and structured community engagement strategy, as outlined in detail in LTC No. 25-217 (Attachment 2). The outreach efforts are being carried out by City staff and Dickey Consulting, the project’s contracted community outreach team.

Neighborhood association meetings are being scheduled and conducted in advance of installation activities to provide residents with project information, set expectations, and

address questions and concerns. To date, Dickey Consulting and City staff have presented at numerous neighborhood association meetings across impacted areas, with additional meetings scheduled or in coordination for the coming months. This ongoing outreach effort is intended to ensure residents are informed ahead of installations and have access to project resources. The City plans to visit all homeowner associations over the course of the program.

Completed:

Name of Association	Date of Visit
Imperial Point	11/12/2025
Coral Ridge Isles Civic Association	11/19/2025
Durrs Community Association	12/4/2025
Roosevelt Gardens Civic Association	1/26/2026
Landings Residential Association	1/14/2026
Historic Dorsey-Riverbend Civic Association	1/26/2026
Bay Colony Homeowners Association	2/1/2026
Harbordale Civic Association	1/7/2026
Home Beautiful Park Civic Association	2/4/2026
Lauderdale Manors HOA	2/5/2026
South Middle River Civic Association	1/27/2026
Franklin Park	3/9/2026
Boulevard Gardens	2/17/2026
Washington Park Homeowners Association	3/12/2026
Rock Island Community Development	3/2/2026
Dillard Park HOA	3/16/2026
Coral Ridge Country Club Estates	3/11/2026
Progresso Village Civic Association	3/16/2026
River Garden Sweeting Estate HOA	3/23/2026

Planned/Scheduled:

Name of Association	Date
Twin Lakes North Neighborhood Association	4/16/2026
Golden Heights HOA	Pending
Breakwater Surf Club HOA	Pending
Harbour Inlet Association	Pending
Riverside Park Residents Association	Pending
Sailboat Bend Civic Association	4/8/2026
City View Townhomes Association	4/13/2026
Birch Park Beach HOA	4/9/2026
Coral Shores Civic Association	Pending

Sunrise Intracoastal HOA	Pending
Poinciana Park Civic Association	5/13/2026
River Oaks Civic Association	5/21/2026
Coral Ridge Association	Pending
Shady Banks Civic Association	3/25/2026
Victoria Park Civic Association	4/1/2026
Central Beach Alliance	4/16/2026
Tarpon River Civic Association	3/26/2026
Bal Harbour HOA	4/20/2026
Dolphin Isles Homeowners Association	Pending

Residents will have access to the AMI customer portal once all of the meters have been installed. The Utility Services Department and Finance Department's Utility Billing Division actively monitor water consumption for unusual patterns to alert customers when continuous flow is detected. This effort serves as an interim measure as the AMI system, once fully implemented and operational, will enable near real-time monitoring, allowing staff and residents to identify potential leaks or consumption anomalies well in advance of traditional monthly meter reads and billing cycles. This early detection will allow residents to address issues promptly, helping to minimize water loss and avoid unexpected high-water bills.

Remote Meter Reading Transition

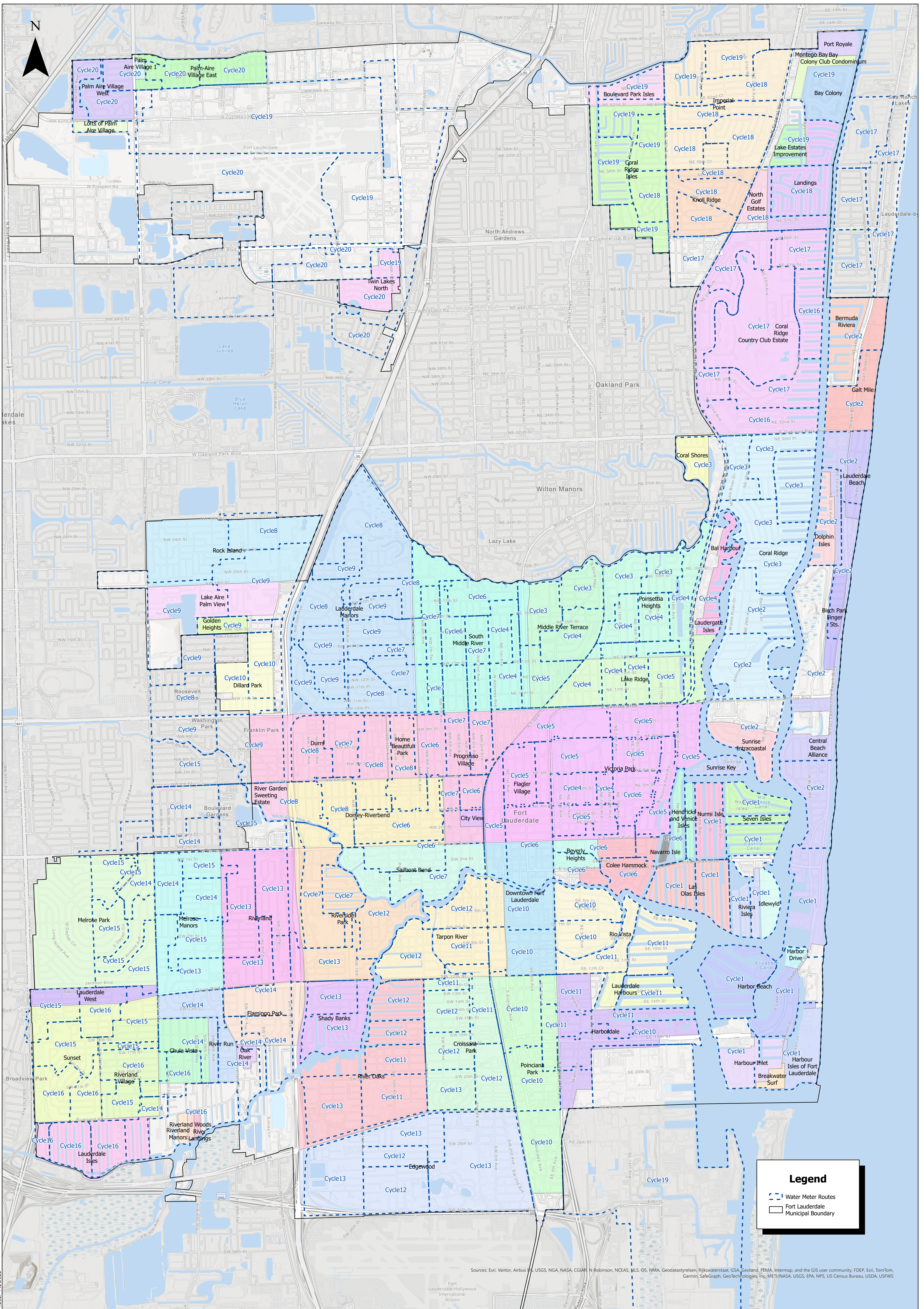
Installed meters are currently read manually by the City's meter reading contractor while also being monitored through the AMI system. Staff are preparing to transition to remote meter reading and billing functionality in early summer 2026. The transition will be implemented in phases, with additional meters brought online as they are integrated.

For further inquiries, please contact Albert J. Carbon III, P.E., Director of Utility Services, at 954-828-6563 or ACarbon@fortlauderdale.gov

Attachments:

1. Map of Billing Cycles and Neighborhoods
2. LTC No. 25-217 – Update on Advanced Metering Infrastructure (AMI) Smart Water Meter Implementation

c: Shari McCartney, City Attorney
David R. Soloman, City Clerk
Patrick Reilly, City Auditor
City Manager's Office
Department Directors



Sources: Esri, Vantor, Airbus PLS, USGS, NGA, NASA, CGIAR, Robinson, NCEAS, NLS, OS, NMA, Geodatasystemen, Rijkswaterstaat, GSA, Geoland, FEMA, Intermap, and the GIS user community, FDEP, Esri, TomTom, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA, USFWS



City of Fort Lauderdale Water Meter Routes



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.

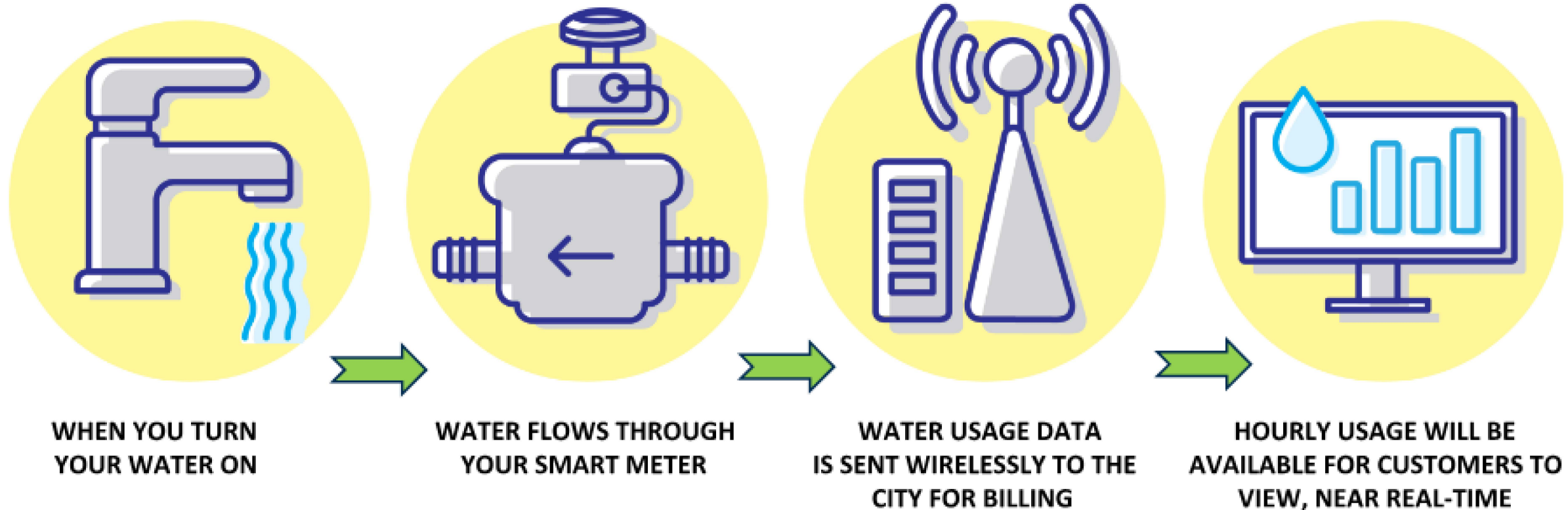
Customers will be able to **view their hourly usage** at a future date to help them better understand and manage their water consumption.

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@btraga.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!