

City of Bowling Green

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TWACs Automated Meter Reading System

To improve customer service and convenience, and to also help control costs, the City of Bowling Green will soon begin installation of a Two-Way Automated Communications (TWACs) System. The TWACs System will allow the City to automatically read its electric and water meters using power line carrier and fiber optic communications, eliminating the need to manually collect consumption data each month.

The TWACs System is also expected to bring additional benefits including electric load management, more frequent meter readings, electric outage detection, remote service disconnect/connect capabilities and tamper detection. These features will allow the City to reduce meter reading costs, reduce unbilled losses, detect “dead” meters promptly, improve billing accuracy, shift labor and other resources to other productive activities, and improve customer service. In addition, the project includes replacement of many older meters with updated technology.

The TWACs System will be financed using funds on hand; no rate adjustment is necessary to cover the cost of this improvement. Avoided costs are expected to more than recoup the system’s expense over the next 10 years while providing numerous other benefits.

Beginning June 1, 2009, HD Supply employees will begin changing electric and water meters. Conversion to the new TWACs System is expected to be complete by August 1, 2010.

If your meter is located indoors—as is the case with most City water meters—an HD Supply installer will visit your home or business and request entry to upgrade the meter. If you are not home, the HD Supply installer will leave a door hanger asking you to contact the HD Supply Call Center toll free at (877) 633-8028 to schedule an appointment for meter upgrade or replacement. HD Supply employees will carry photo identification, wear uniform shirts and drive marked vehicles.

Attached is a list of frequently asked questions about this customer service enhancement. If you have any other questions, please feel free to contact the Utility Business Office at your convenience at 419.354.6255.