

City of Bowling Green

TWACs Automated Meter Reading System

Frequently Asked Questions



What is TWACS?

"TWACS" stands for Two-Way Automated Communications System. The TWACs System will allow the City to automatically read electric and water meters using power line carrier and fiber optic communications, eliminating the need to manually read meters each month to collect consumption data.

Why is the City of Bowling Green doing this?

The City of Bowling Green is upgrading its meter reading technology to improve billing accuracy, replace a significant number of older electric and water meters, obtain more frequent readings, detect power outages more quickly, and improve customer service.

How will installation of the TWACs System affect me?

If you receive electric and/or water service directly from the City, your meter(s) will be replaced or upgraded. Your electric and water service may be briefly interrupted during this process.

Who will perform the meter replacements or upgrades?

The City has contracted with HD Supply Utilities to perform this service.

When will my meter be changed or upgraded?

Citywide deployment of the TWACs System is scheduled to begin June 1, 2009, and is expected to be complete by August 1, 2010. HD Supply employees will replace or upgrade the meters at your home or business during that period.

What if my meter is indoors?

If your meter or meters are 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.

How long will it take HD Supply to upgrade or replace my meter?

The conversion process is expected to take approximately 20 minutes for water meters and even less for electric meters.

Frequently Asked Questions (continued)

Do I need to be present during the conversion of my meter?

Most City electric meters are located outdoors and do not require that you be present while they are replaced. Most City water meters and some electric meters are located inside homes and businesses. HD Supply installers will require access to replace or upgrade indoor meters. HD Supply installers will contact you at your home or business and request entry to replace or upgrade your 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.

Do HD Supply employees carry identification?

Yes, HD supply employees carry photo identification, uniform shirts and drive vehicles marked with the company logo. If you have any question about identity, please contact the City at (419) 354-6255.

How will I know if my meter upgrade has been completed?

A door hanger will be left on your front door to inform you when your electric and/or water meter upgrade has been completed.

Will there be a charge for conversion of my electric and water meters?

The TWACs System will be financed using funds on hand; no rate adjustment or additional charge 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.

How will the TWACs System affect my monthly utility bill?

Customers should generally see no change in their monthly billing. An exception may be cases in which an older meter was not accurately recording all of your electric or water consumption.

What information will be transmitted from my meter?

Your electric and water consumption data will be transmitted to the City's Utility Billing Office for use in preparing your monthly billing statement. Diagnostic information will also be transmitted verifying that your meter is operating and to alert us to power outages or tampering. No personal information will be collected or transmitted.