SCAN THE QR-CODE
FOR THE PAPIAMENTU
VERSION

INFORMATIVE MANUAL

AMI - Your smart meter

Advanced Metering Infrastructure

AMI

BO METER INTELIGENTE,
PA BO KONSUMO,
TA DEN BO MES MAN!

KREANDO BO **AQUALECTRA**

Table of content

SUMMARY OF MOST IMPORTANT INFORMATION

1. This pamphlet is available in two languages; Papiamentu and English. The Papiamentu version can be downloaded from **aqualectra.com/ami.**
   Reference: page 5

2. A new meter means a new meter number. Once the new meter is installed, the new meter number will be provided on the next invoice.
   Reference: page 5

3. Take into account that the smart meters measure the use of water and electricity with more precision, compared to the conventional meter that was previously installed.
   Reference: page 5

4. Smart meters will help you detect if there is something unusual in the consumption patterns of your water or electricity.
   Reference: page 6

5. There are two types of water meters and two types of electricity meters. Each meter has its own code to indicate if there is a leakage.
   Reference: page 7-14

6. The smart meters will have no impact or consequences on the consumption register of clients.
   Reference: page 14

7. When there is an interruption and therefore there is no electricity supply, nothing will appear on the screen of the electricity meter.
   Reference: page 13

8. When there is normal electricity supply, the code 'CLOSED' appears on the screen of the electricity meter.
   Reference: page 12

9. When Aqualectra disconnects the electricity, the code 'OPEN' will appear on the screen of the meter.
   Reference: page 15

10. The effort to connect a house or business on the distribution networks of Aqualectra in general is a responsibility of both Aqualectra and the client.
    Reference: page 16-18

11. Subscription to MiKuenta is essential to help each client analyze their own water and electricity consumption.
    Reference: page 19

AMI · BO METER INTELIGENTE, PA BO KONSUMO, TA DEN BO MES MAN!

AQUALECTRA

Congratulations, Aqualectra has installed your new smart meter!

Congratulations! Aqualectra is honored to inform you that your smart water and/ or electricity meter has been installed successfully. Now you too are part of the intelligent distribution network of the future.

This pamphlet will offer you all the important information regarding the intelligent meters, such as the instruction manual that will teach you how to read the position of your smart water and/ or electricity meter. This pamphlet is available in two languages; Papiamentu and English. The Papiamentu version can be downloaded from aqualectra.com/ami.

Please note that your meter number will be adjusted into the new one on your next invoice.

> **Note:** the smart meters measure the use of water and electricity with more precision. This could result in an increase of your average monthly invoice, for example if there is a leakage.

Old electricity meter position	
New electricity meter position	
Old water meter position	
New water meter position	

Only applicable to clients that have solar system:

Old solar meter position	
New solar meter position	

Benefits of the smart meter

Aqualectra introduces its network of smart water and electricity meters as part of the Advanced Metering Infrastructure (AMI) project. AMI is a smart distribution network.

It is important for clients to be well informed about the scope of this project and the consequences it has on each home. Here follows some important information about the AMI project.

What are some of the benefits of smart meters?
- Smart meters help the client when monitoring their own water and electricity consumption and does so by offering up-to-date information.
- Smart meters help detect if there is something unusual occurring as it regards to the water or electricity consumption pattern of the client. The client will be notified in time to help avoid unnecessary expenses.
- The intelligent distribution network is designed to help the client protect electronic devices, since the system helps Aqualectra take necessary measures concerning high voltage current, before it can cause any harm at home.
- Based on the information that the meter sends, Aqualectra will be able to see interruptions and deduce the origin immediately and act accordingly and immediately in order to solve the problem. This way, the electricity and/ or water supply can be restored as soon as possible.

The AMI project has a duration of more or less 3 years. Aqualectra would like to apologize for any possible inconveniences that clients may experience during this period.

AMI

BO METER INTELIGENTE,
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AQUALECTRA

Basic Manual: Smart water meter

Know your new meter

Aqualectra clients can recognize the water meter by its square shape and the blue cap on top that covers the screen. Take a look at the image below to become acquainted with your new smart water meter.

When lifting the blue cap, the client can take note of his/her water consumption. The purpose of the blue cap is to protect the screen from sunrays.

The client can find the new meter number under the barcode on the left side corner in the top. The new number of the smart meter will appear on the invoice that the client will receive after their smart water meter has been installed.


Water Meter: Iperl

'Barcode'

1022-000-7953
2021 - 42
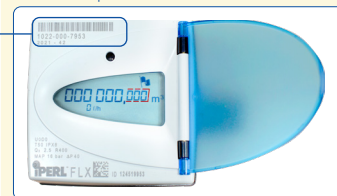
Leakage detection

The smart water meter has the technology to detect if the client has a leakage in the water pipeline installation at home. When the meter detects a leakage, it will display this on the screen of the meter by showing a flag in the top right corner, which is a code signal used to alarm the user of a leakage.

Water Meter: Iperl
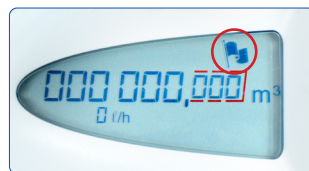
It will also display the number 8 on the screen continuously for 3 seconds. The number '8' is used by the meter as a code to illustrate that there is a leakage. If in case the client isn't able to find the source of the leakage, the client can reach out to Aqualectra for assistance in locating the leakage. However, Aqualectra does not repair leakages located on the property of the client.

Leakage code
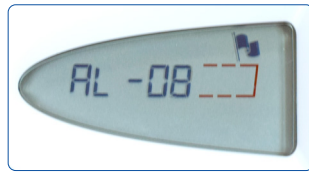
The client should hire a pipefitter in order to repair leakages in their water pipelines.

Basic Manual:
Smart water meter Ally

Multifunctional meter

The image illustrates a water meter that is different from the water meters that were shown previously.

This water meter is known as 'Ally' and it's a multifunctional water meter. In addition to measuring the client's water consumption, the 'Ally' meter also measures water pressure, the temperature of the water and the flow rate. Aqualectra will only install these meters at certain strategic locations on the island, therefore only a few locations have it installed. When lifting the cap that protects the screen, the client will be able to see information regarding the water consumption immediately.

Instructions to read Ally meter

1. If in case the protective cap remains open, the screen will automatically be turned off after a while to conserve the battery life of the meter. In such cases, a finger should be placed for a couple of seconds on the sensor that can be found on the left side. The screen will then reactivate and show information about the water consumption.

When placing a finger on the sensor once again, the information on the screen of the meter will change and illustrate the next register.

SENSOR

2. The next registers illustrate various alarms that are related to the different functionalities of the meter. The meter illustrates the alarms as numbers and letters (for example 1, 2, L, H etc.) One of the alarm codes that is of relevance to the client, is when the meter illustrates the letter L. The letter 'L' is the code of the meter that indicates that there is a leakage in the client's water pipeline installation.

Important notice: If in case the client isn't able to find the source of the leakage, the client can reach out to Aqualectra for assistance in locating the leakage. However, Aqualectra does not repair leakages located on the property of the client.

The client should hire a pipefitter in order to repair leakages in their water pipelines.

3. The other two registers that are important to the client, are the registers that indicate if Aqualectra has enabled or disconnected the water supply. When the water supply is enabled, the client can notice the letter O for Open in the left corner on the screen.

When Aqualectra disconnects the water supply, the client can notice the letter C for Closed in the left corner on the screen.

4. The other registers and alarms are primarily registering information that are of importance to Aqualectra's internal operations.
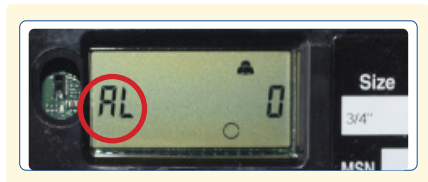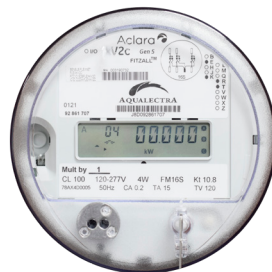
Basic Manual: Smart Electricity Meter

Aqualectra clients can easily recognize the digital electricity meter. It has a round shape and is white in color. Take a good look at the photos here and get to know your new smart electricity meter.
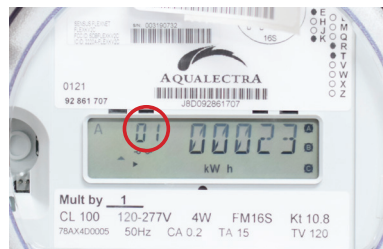
| Electricity Meter for 110 V	Electricity meter for 220 V

The smart meter illustrates 6 different records on the screen. You can recognize each record by the numbers in front (01, 02, 03, etc.). Record number 01 informs you about your electricity consumption. It constantly measures the amount of kWh you consume at the home or business.


Record number 02, 04, 05 and 06 illustrates technical information that is relevant to Aqualectra.
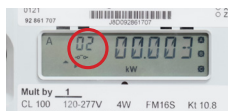
Record number 03 is relevant for clients that have a solar system at their home or business. This record measures the amount of kWh that the client returns to the Aqualectra electricity grid. For each kWh the client receives a credit from Aqualectra in accordance to the current rate for solar systems. For these clients, the measurement of record number 01 remains the same. Thus, it measures the amount of kWh you consume at the home or business.
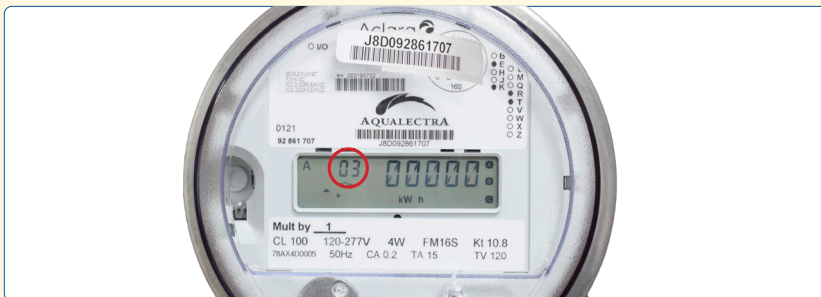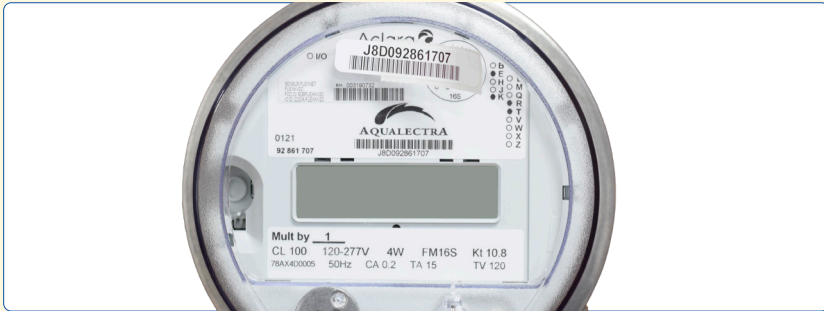

When there is normal electricity supply, the switch is closed. For this reason, the meter illustrates the word CLOSED on the screen when it shows record number 06.
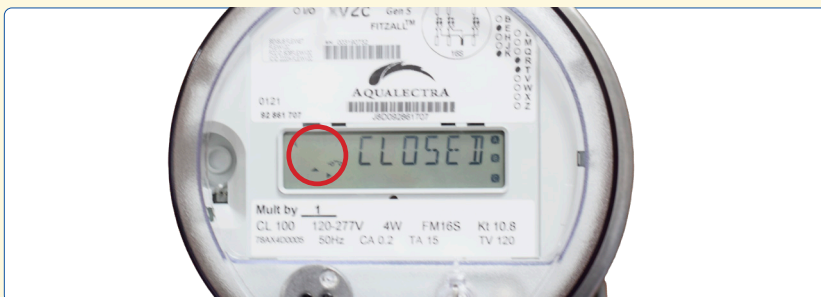
When there is an interruption and therefore there is no electricity supply, nothing will appear on the screen.

However, the smart meter will save the electricity consumption information in order to continue measuring the consumption properly when electricity supply returns.

When Aqualectra disconnects the electricity supply, the switch will open. The meter will illustrate the word OPEN on the screen. However, the smart meter will save the customer's consumption information in order to continue measuring the electricity consumption properly when electricity supply returns.
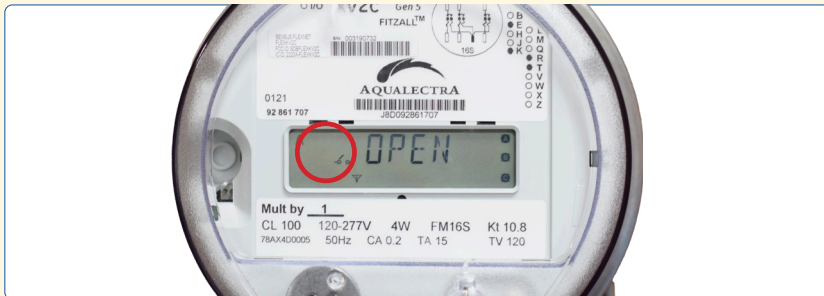
The client can take note of the new meter number below the barcode under the Aqualectra logo. The new smart meter number will appear on the invoice that the client will receive after their new smart meter has been installed.

Note: the smart meters will have no impact or consequences on the consumption register of clients.

Process of disconnecting water and electricity
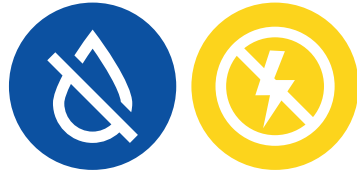
When a client fails to fulfill payment of an invoice, Aqualectra will send two notice letters. If the invoices are not paid after these two notice letters, Aqualectra will disconnect the electricity and/ or water supply of the client.

Disconnecting electricity supply
When Aqualectra disconnects the electricity supply, the switch will open. At that moment, the electricity meter will illustrate the word 'OPEN' on the screen.

Disconnecting water supply
When Aqualectra disconnects the water supply, the client would be able to notice a clamp at the water faucet which is installed as a part of the water meter installation.

Clamp
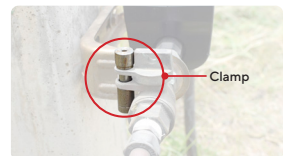
Clients with the Ally meter can notice the letter C for Closed in the left corner on the screen when Aqualectra disconnects water supply.


In both cases, Aqualectra can be contacted to cancel the open invoice(s) at 0800-0135 or the client can visit personally during business hours. When the client fulfills payment of the open invoice, Aqualectra will reconnect the supply on the same day.
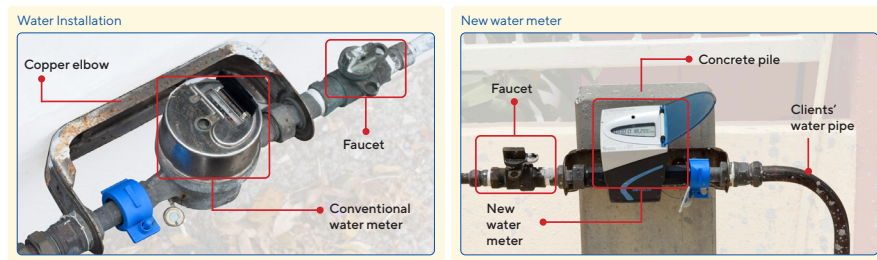
My meter, who's responsible?

Aqualectra's Responsibilities

Nowadays, Aqualectra is trying to install electricity and water systems in the outer part of the yard of the house or building. Electricity installation consists of a PZ (fuse box of Aqualectra) and the electricity meter.

Electricity Meter
(Pagatinu)

PZ
(Aqualectra's fuse box)
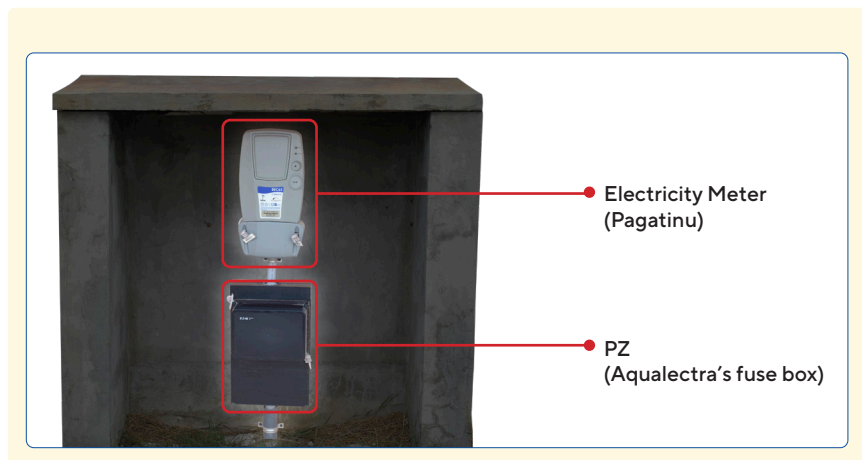
Water installation consists of a concrete pile (optional), copper elbow, shackle, a water meter and a faucet. The materials mentioned for these two installations are Aqualectra's responsibility.

Water Installation

Copper elbow

Faucet

Conventional water meter

New water meter

Concrete pile

Faucet

Clients' water pipe

New water meter

When a new request is submitted to Aqualectra to connect a new house or building with water and electricity, Aqualectra will install these two systems for a fixed fee. Maintenance of the meters, the shackle, the PZ, the concrete pile and the faucet are Aqualectra's responsibility.

If something happens to one of these installations, Aqualectra should be contacted immediately.

The client's responsibilities
Once Aqualectra is finished with installation of the two systems, the client will be fully responsible for the infrastructure that connects the house/ building to the Aqualectra installations. In this case, one can think of water pipe installations at the house, fuse box inside the house, the main switch etc.

'Nis'
In order for Aqualectra to install the electricity supply system, the client needs to build a 'nis' on the outer part of the yard.
Aqualectra uses the 'nis' to protect the electricity installation as much as possible. The construction expenses of the 'nis' and its maintenance are the responsibility of the client.

Electricity cable of the client
Each client is responsible to provide the main electricity cable that connects the house/ building with the electricity meter. The main cable supplies the house/ building with electricity once the new house/ building is connected to the electricity network of Aqualectra.
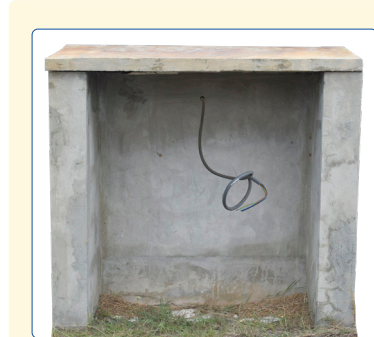

Purchase and maintenance of the main cable is the client's responsibility. Furthermore, all installations on the inside of the yard that are connected to the main cable are the client's responsibility. Examples of these are the fuse box of the house/ building, the main switch or electricity leakages at home.

Water pipe

Each client is responsible for the main water pipe that connects the house/ building with the water supply installations of Aqualectra on the outer side of the yard (to the faucet).

Purchase and maintenance of all other installations of water pipes on the inner side of the client's yard that connect with the main water pipe are the responsibility of the client. Examples of these are water pipe infrastructures in the bathroom or kitchen.

Water installation

Faucet

Clients' main water pipe
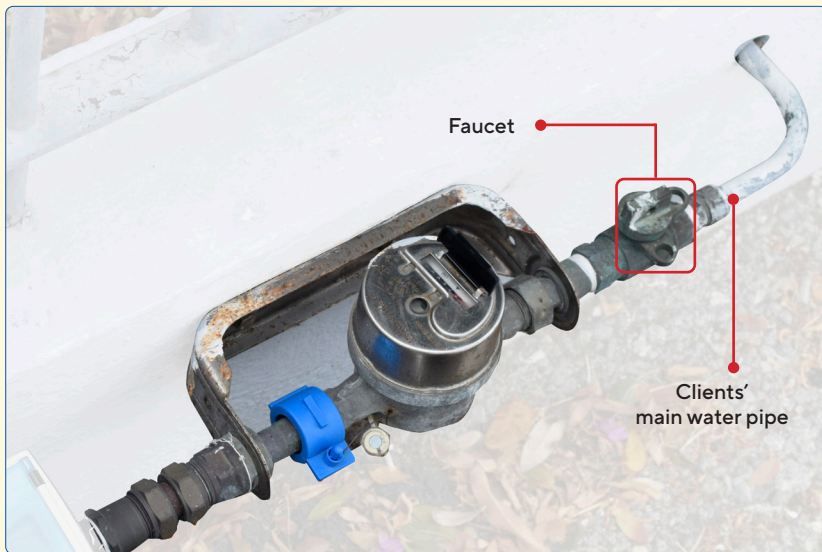
Golden tip:

It is recommended that each client ensures that their personal fuse box (inside the yard or home) is shut tightly.

This is to avoid insects of infiltrating the fuse box and consequently causing corrosion or damage to the installation. Furthermore, maintenance of the personal fuse box (inside) every 10 years is highly recommended.

Subscribe to MiKuenta

MiKuenta is the online portal of Aqualectra that facilitates each client with all the information that is relevant regarding their water and electricity consumption. With MiKuenta, the client can understand, administer and manage its own consumption of water and electricity at all times 24/7. Once the client registers and logs in on its MiKuenta portal, the client has:

- Access to the online water and electricity invoice;
- An overview of all transaction and payments;
- Ability to analyze the water and electricity consumption;
- Ability to manage all Aqualectra accounts from a central point.

Visit mikuenta.aqualectra.com and subscribe to MiKuenta today!

Contact information Aqualectra

Do you have any questions or inquiries?
If you have any questions about the AMI project or/ and inquiries regarding the installation of your smart meter, please contact Aqualectra's Contact Center at **463-2130**. Your cooperation is important. Together we create the future utility of Curaçao.

For general information about Aqualectra, visit www.aqualectra.cw.

Scan the QR code to receive service from Aqualectra via WhatsApp:

#KreandoboAqualectra

Monthly meter registry

Meter number:

Luna	Water meter registry		Electricity meter registry	
	Inisial	Final	Inisial	Final
January				
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				

Attention: if you are interested in using the digital version of this meter registry, please scan the QR code.

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