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News Release

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Metering improvement program enters its final phase *All remaining Murphy meters to be replaced*

MURPHY (November 3, 2022) To ensure the accuracy and integrity of the Automated Metering Infrastructure (AMI) system throughout the City, the Murphy City Council has authorized the Public Works Department to upgrade the communication system by either installing radio transmitters to recently replaced water meters, or installing new meters already fitted with the necessary technology. Crews will be replacing the current system, which is nearing its contract expiration.

This marks the final phase of the metering improvement program, which over the last two years has been upgrading the water system and improving the manner in which water use is measured and billed. In late 2022, the City replaced 2,000 meters.

Like all municipally owned and operated water distribution systems in Texas, the Murphy system is self-sustaining, meaning that all water and wastewater revenue is used to ensure the system is operating at its peak.

“Every Murphy water account holder should be aware that the system is self-funded,” says Director of Public Services Tim Rogers. “Any amount of water that is not accurately measured at the meter costs all of us fairly equally. The meter replacement program is designed to make sure that everyone’s investment in the water system is safeguarded.”

The metering improvement program was initiated to find and eliminate wasted, leaked, or unrecorded water consumption. The cost of unrecorded water consumption, through any means, is shared by every customer, diminishing the efficiency of the system, and unnecessarily raising the cost of water to every customer.

This final portion of the program, which will occur over the next several months, addresses the replacement of equipment and software currently in place that is covered by the expiring AMI system contract. The cost of this portion of the program has already been factored into the City’s water rates.

Customers whose meter will be targeted for replacement will be contacted in person by representatives of the third-party contractor, Envocore, selected for their experience in this process. The 15 to 30 minute changeout process will require water service to be interrupted.

To ensure the integrity of the water’s quality after the changeout, customers are asked to run the cold water faucet in the bath, shower, or outdoor spigot for three- to five-minutes. Avoiding use of the hot water faucets ensures that no pollutants pass through or damage the hot water heaters.

There is no additional charge to the customer for the replacement, and there will be no appreciable difference in the water pressure within the home. There is, however, the possibility that a more accurate measure of water use at individual homes will have an impact on billing.

Information on the program can be obtained by contacting Public Works at (972) 468-4378.

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ABOUT MURPHY -- Murphy is a fast-growing community located in Collin County. The population is approximately 21,200, generally characterized as highly educated with a median household income well above the state average. With more than 80 percent of the land developed, the community is dominated by single-family residences. City planners strive to preserve a family-oriented community with a strong sense of place. Money Magazine has dubbed Murphy as the 27th Best Place to Live in America for small cities, and D Magazine placed Murphy as the fifth best suburb in its annual list, where it has consistently ranked in the top 10.