

Frequently Asked Questions (FAQ)

for the AMI Wireless Scheme

(Updated on 31 October 2025)

Q1: If I intend to acquire Wireless Meter Interfacing Devices (WMIDs) through WSD, what should I do?

A1: The special arrangement for acquiring WMIDs through WSD is detailed in Clause 9 of WSD Standard Specification E-89-02 “Wireless Advanced metering Infrastructure (AMI) Systems. In general, the requirements on submission, testing, commissioning and warranty of such WMIDs under the Specification, namely Clause 3.2, 3.3(c) & (d), 6 and 7(b)(ii), will be exempted from the Contractor’s responsibility.

Q2: Can I use my own SIM Card if I intend to acquire Wireless Meter Interfacing Devices (WMIDs) through WSD?

A2: Yes. Subject to WSD’s approval, the Contractor may use their own SIM cards for the smart water meters. To proceed, they must provide evidence such as the detailed network service plan and payment receipt to show that the SIM cards are prepaid for 15 years of mobile network service with minimum 20MB monthly data usage allowance for review and approval.

Table below summarised the SIM Card arrangements under different scenario.

	WMIDs acquired through WSD	WMIDs <u>NOT</u> acquired through WSD
SIM cards acquired through WSD	OK	No such provision
SIM cards <u>NOT</u> acquired through WSD	Subject to approval (See Clause 9(f))	Subject to approval (See Clause 3.3(c) & (d))

Q3: What is the advisable timeline to submit for wireless AMI System and Application for Water Supply in the construction programme?

A3: Since the AMI System Technical Proposal, such as number of meters on the lot, shall be generally in line with plumbing proposal, it is advisable to submit technical proposal at the time of submitting WWO 542. The AMI System Technical Proposal submitted together with WWO 542 should be clearly indicated and not be combined with any other items in

the Document List for Application for Water Supply. Payment of the WMIDs and SIM cards (if any) shall be settled at least 6 months prior to collection of water meters. To allow inspection of the AMI System in line with the inspection under WWO 46, the T&C Report is advisable to be submitted before submission of WWO 46 Part IV, says, 3 months prior to it.

	Advisable Timeline
Submission of AMI System Technical Proposal	At the same time of submission of WWO 542
Settlement of Payment for acquiring WMIDs and SIM cards through WSD (if WMIDs are acquired through WSD)	At least 6 months prior to collection of water meters
Submission of AMI System T&C Report	3 months prior to submission of WWO 46 Part IV

Q4: What payment(s) do I need to make if I want to acquire WMIDs and SIM cards through WSD?

A4: There are total three payment items: (1) the meter deposit fee and (2) the meter provision fee, which are the same as when applying for conventional water meters, then there is (3) the payment for the cost of acquiring WMIDs and SIM cards through WSD. All three payments shall be settled prior to the collection of water meters. In particular, payment for the cost of acquiring WMIDs and SIM cards through WSD shall be settled at least 6 months prior to collection of water meters together with the WMIDs and SIM cards.

Q5: Can I have refund if I would like to reduce number of water meter installed on my lot, at the condition that that the WMIDs are acquired from WSD?

A5: Refund for WMIDs takes long time to process. Applicant is recommended to update WSD timely the latest number of water meter to be installed on the lot.

Q6: Can I change the existing AMI system design proposal from wired to wireless scheme?

A6: Yes. Please fill in the change request form available at WSD website and submit revised proposal for approval.

Q7: What should I do if the environmental signal strength in terms of RSRP measured at the meter installation location cannot reach -105dBm?

A7: Please refer to Clause 3.3 (b) of the Specification. If the signal strength issues occurred at particular location of the developments (e.g. Basement), you may also relocate the water meter installation location to a more favourable part of the building, or to install proper and legal signal improvement/boosting devices to ensure indoor mobile coverage.

Q8: What instrument can I use to measure the environmental signal strength?

A8: Instrument for measurement of cellular signal strength is commonly available in the market. Please consult corresponding consultant/contractor/supplier for information.

Q9: Can I choose to use the wired M-Bus water meters for the AMI system as before?

A9: Yes if the applicant considered appropriate.

Q10: If I acquire WMIDs through WSD, can I collect them in advance of meter collection?

A10: WMIDs acquired through WSD can only be collected at the time of meter collection.

Q11: After the 15 years of prepaid mobile service has ended, who will be responsible for the communication service fee and WMID related cost?

A11: After the 15-year prepaid mobile communication service period ends, WSD will assume responsibility for the communication service fees.

If the WMIDs are procured through WSD, WSD will handle its repair, maintenance, and replacement once it is handed over to WSD.

If the applicant provides the WMIDs, the applicant will be responsible for its repair, maintenance, and replacement until the warranty period expires (i.e. 24 months after handing over to WSD).

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