

## Meter Change-Out

### **FAQs**

**Why is my water meter being replaced?** *Water meters and their registers often lose accuracy as they age. Therefore, they must be replaced every 15 to 20 years. In addition, the new system will include new water meter technology that will save labor time, ensure accuracy, and minimize the need for EPWC employees to go on the private property of residents.*

**Does my meter have to be exchanged?** *Yes. The new meter is required.*

**How much will the new meter cost me?** *There is no charge to individual customers for the meter replacement. The new meters are an investment in the infrastructure that will improve billing efficiency and customer service.*

**What are the benefits of the new meters and technology for the residents?** *This technology offers more consistent and accurate readings and alerts that help EPWC provide better customer service.*

**Is my personal water use information confidential?** *Yes. First, the only information communicated is your meter number and your water usage (the same information that was displayed on the old conventional meters at your premises). Second, your utility information will be safely transmitted over secure networks to and from EPWC. As is true now, EPWC usage information will be protected and secure.*

**Do I have to be present for the installation?** *No, installers will attempt to make contact with the homeowner prior to starting the work. If the home owner is not home, the installer will complete the work and leave a door tag letting the customer know the work has been completed and if there are any questions to call the 800#.*

**Who will install the new system?** *G2 Utilities will install the new meters. All installers will drive marked vehicles.*

**How long does it take to install the service?** *A typical residential installation will take less than 30 minutes, depending on how easily we can access your water meter.*

**Will my water service be interrupted during the installation?** *The installer will turn off the water on either side of your old meter during the installation. A typical installation should take 30 minutes or less and the water will be turned back on when completed. Once water service is restored, the installer will attempt to purge any air trapped in the service line. If some air is left in the line, you may notice a sputtering sound the first time you operate a fixture. This should only last a few seconds and will not cause any harm.*

**Will my bill go up even if I'm using the same amount of water as before?** *Older meters tend to run slower and therefore do not measure all the water going through them. The new water meter will accurately measure the water that you use. All new meters are tested at the factory to ensure that they register properly. If you see a higher bill, it is usually not because your new meter is reading too high; it is because the old meter was running slow and did not count all the water going through it. The new meter will accurately reflect your consumption. All meters being installed are compliant with the 2014 No Lead Law, as well as individually tested to ensure American Water Works Association standards.*

**When will I receive my bill?** *You will continue to receive your bill on the same schedule.*