

# Meter Change Out Transition Letter

Dear Valued Customer,

We plan to begin the installation of our new meters around June 20<sup>th</sup>, 2023. During this time, we ask for your patience, as this will be a process that could potentially take up to the end of the year.

Currently, your meter is read on a quarterly basis. This will begin to phase out as we switch your meter with the new radio meter that can be read on a monthly basis.

## What this means for you:

- You will see marked vehicles and personnel coming to your residence
- They will inform you of the meter change out. *If no one is home, they will still change out the meter.*
- You may experience water disruption for a few minutes during the installation
- Installers will run an outside spicket after installation to test and flush the line
  - If you do not have an outside spicket with easy access, the installers will not be able to flush the line. Therefore, you may notice discolored water and will need to run water inside for a few minutes to flush the line.
- Bills are still due on the 15<sup>th</sup> of every month
- ACH or automatic web payments through Invoice Cloud will remain on file
- If your estimated bills were too low, your next actual bill may be higher than usual. Feel free to contact the office to discuss. 419-238-6042

Moving forward, you will receive actual bills on a monthly basis. The estimates will no longer be in effect. Water will also be shut off for any past due accounts on a monthly basis instead of quarterly. Delinquent letters will no longer be sent out, your bill is your delinquent letter. However, if renting, your landlord will receive a notice of your past due account.

This will be a lengthy process so again we ask for your patience and understanding during this transition.