



## What is the Canton Water Meter Replacement Program?

The Canton Water Department has initiated a program to replace approximately 40,000 of the City's residential and commercial water meters and associated meter transmitting units (MTUs). MTUs are small, gray, electronic boxes that work with the water meter to transmit meter readings to the billing office.



## Who do I contact if I have questions?

Questions can be directed to the installation contractor, Professional Meters, Inc. (PMI), at 866-965-0659.



## Canton Water Meter Replacement Program



## Frequently Asked Questions

## Why is this program necessary?

The current automated system was installed 17 years ago. The MTUs are at the end of their useful life. The units are failing at a high rate and must be replaced. Water meters also are nearing the end of their life cycle and will be replaced at the same time as the MTUs.



## When will the program begin?

The program is scheduled to begin in July 2014 and is estimated to last 18 months.

## Am I required to participate?

Yes. Participation in this program is mandatory. Water meters and MTUs are necessary for the fair and accurate billing of utility services. Your cooperation is greatly appreciated and will aid in the smooth completion of this important project.

## When and how will I be contacted?

During the 18-month program period you will receive a postcard from the installation contractor, **Professional Meters, Inc. (PMI)**, to let you know when they will be in your area. The postcard will include instructions on how to set up your appointment.

## Do I have to be home at the time of the installation?

Yes. An adult, 18 years or older, must be present at the time of installation. A wide range of time slots will be available to accommodate our customers' busy schedules.

## How long will the appointment take?

In most cases, the appointment will take less than one hour. During this time the installer will replace your water meter and MTU. The existing MTU will be removed from the interior of your property and the new MTU will be installed on the exterior of your property. Moving the MTU outside will allow future repairs or replacements to be done without entering the premises.

## How will I identify the installer?

The City has selected **Professional Meters, Inc. (PMI)** as the contractor who will conduct the water meter and MTU installations. PMI employees – including local certified plumbers hired by PMI for this program – will carry badges with their name, title, signature and employee identification number and will be wearing PMI uniforms. They also will carry a letter confirming their affiliation with the Canton Water Department.



## Will I need to do anything to my home before the installer arrives?

Please secure all pets and clear space around the water meter located inside your property. Property owners with tenants will need to notify them of the installation appointment time and the brief interruption in water service that may occur.

## Is there a cost for the meter and MTU replacement?

The project cost will be shared equally by all Canton Water Department customers. A monthly surcharge of approximately \$1.70 will be added to each customer account for the duration of the project loan period, which is 20 years.

