



Information About Water Meter Replacement Program

The Goshen Water Utility is pleased to inform you of our meter replacement program and to ask for your cooperation as it gets under way. A replacement system has been chosen that will provide many customer benefits for the lowest cost to the utility—and ultimately to you, our valued customer, as well.

Starting last month (October 2011), the Goshen Water Utility began a water meter replacement program, which will replace approximately 4,000 commercial and residential meters that have reached the end of a projected useful life. As part of the meter replacement program, the meter reading equipment will be upgraded systemwide to accommodate an advanced metering infrastructure (AMI) system.

An AMI system is one that collects, stores and transmits water meter data. This system includes hardware, communication software and meter data management software.

Older water meters in homes and businesses might not accurately record water usage because of mechanical wear. The systematic replacement of older water meters ensures accurate billings to all water customers. *There is no additional cost to the businesses or residents for the meter replacement and equipment upgrades.*

The so-called “smart” water meter and AMI program will be completed in phases, geographically, within two years. The Goshen Water Utility requests all customers’ assistance in scheduling a time for the water meter to be replaced and upgraded as their area is serviced. The Goshen Water Utility will contact the property owner, management company and/or tenant via an employee’s knock on the door, a door hanger and/or a phone call. Once on the premises, a Goshen Water Utility service technician will require less than an hour to make the necessary equipment changes.

Benefits to you:

- Improve the efficiency of metering water consumption and water billing
- Increase the quality of customer service by eliminating the need for estimated bills
- Save staff time and fuel
- Prevent recording errors
- Minimize the need for personnel to come onto your property
- Be able to detect a leak within 48 hours rather than the 30-day period is now the case
- Have consistent monthly billing

Additional questions:

A list of Frequently Asked Questions (and Answers!) is included with this message (see over). And, as always, if you have other questions or concerns regarding this project, please feel free to contact Kent Holdren, Water & Sewer Superintendent, at 534.5701, or Don Neff, Utilities Supervisor, at 534.3900.



Frequently Asked Questions (and Answers!)

Q. *Where is my water meter?*

A. In residences, the meter is typically in the basement or a crawl space. In a few instances, the meter is located in a pit outside the home.

Q. *Why do water meters need to be replaced?*

A. Meters can become less accurate as they age, and many have mechanical parts that are worn. In addition, many water meters in Goshen's system are more than 20 years old—well beyond the anticipated life of these devices. If, in fact, your meter is one that is aging (we will tell you if it is), it is recording less consumption than is actually being used. Replacing these meters will provide fair and accurate metering for all water users.

Q. *Who will install the new meters?*

A. A technician from the Goshen Water Department will perform the work.

Q. *How will I know that the technician works for you?*

A. All employees drive a vehicle with the City of Goshen logo and will carry a photo identification badge.

Q. *Will my water service be interrupted during the changeover?*

A. Yes. There will be a temporary interruption while the meter is being replaced—typically 15–30 minutes.

Q. *Do I need to be home for the meter replacement work?*

A. Yes. For liability reasons, a property representative must be present while the work is being performed.

Q. *Will I be charged for my new water meter?*

A. As also noted on page 1 of this informational sheet, there is no additional charge for the meter. Meter replacement has always been included in the utility rate.

Q. *What about the plumbing from the meter to my house/business?*

A. The customer is responsible for the repair or replacement of defective plumbing or deteriorated pipes on the customer side of the outside curb stop. Customers will be advised if plumbing repairs are needed.

Q. *What if there is a leak at the meter, or any other problem, after the meter has been replaced?*

A. If problems arise after the technician has left your premises, please call the Goshen Water & Sewer Department at 534.1512, and a technician from the Water Utility will return to trouble-shoot any problems and take appropriate action.