



# EAST VALLEY WATER DISTRICT

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February 4, 2019

Dear East Valley Water District Customer,

## REPLACING YOUR WATER METER THROUGH THE DISTRICT'S CAPITAL IMPROVEMENT PROGRAM

East Valley Water District (District) will begin the process to upgrade your water meter to an Advanced Meter communications device. There is no additional cost for the upgrade.

The District has partnered with Ferguson Waterworks to conduct the Advanced Meter installations. You will see uniformed employees with the Ferguson Waterworks and EVWD logos on their vehicles. They have been authorized to upgrade your water meter.



### BENEFITS OF ADVANCED METER COMMUNICATIONS

- Utilize newer technology for reading water usage
- Reduction in costs associated with manual meter reading (staff time and vehicle fuel consumption)
- Immediate identification of leaks, which reduces system water loss
- Improved customer service and increased customer participation
- Extended life/use of meter

### WHAT TO EXPECT

- Advanced Meter installations will occur Monday–Friday from 8:00 am to 4:00 pm.
- Installations will take place in February, and will typically take 20 minutes to complete.
- Customers will receive door tag notifications before and after the meter has been installed.
- Meters will not be replaced if a leak is detected.
- Customers don't need to be home during the installation.
- This project will require that water service is temporarily disrupted. Customers with medical conditions should call the District at (909) 888-8986 to make arrangements, if necessary.
- The District will continue reading your water meter manually until the communications network is fully operational.
- For general information or to report a water emergency, call (909) 889-9501.

Thank you for your assistance during the installation process. If you have any questions regarding meter installation, please review the enclosed materials, visit [www.eastvalley.org/AMI](http://www.eastvalley.org/AMI) or contact the District at (909) 888-8986.

Sincerely,



John Mura  
General Manager/CEO