



EAST VALLEY WATER DISTRICT

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January 14, 2019

Dear East Valley Water District Customer,

UPGRADING YOUR UNIT'S WATER METER TO AN ADVANCED METER

East Valley Water District (District) will begin the process of upgrading your unit's existing water meter to an Advanced Meter communications device. There is no additional cost to property owners and tenants for the upgrade.

Uniformed District employees will be performing the installations. You will see EVWD employees with EVWD logos on their vehicles. This work will cause a temporary loss of water service, approximately 20 minutes. We will attempt to contact you prior to the water interruption.

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
- Extended life/use of meter
- Improved customer service and increased customer participation

WHAT TO EXPECT

- Advanced Meter installations will occur Monday–Friday from 8:00 am to 4:00 pm.
- Installations will take place late January and will take approximately 20 minutes to complete.
- Customers will receive door tag notifications before and after the meter has been installed.
- Customers do not need to be home during the installation.
- Meters will not be replaced if a leak is detected.
- 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 or contact the District at (909) 888-8986.

Sincerely,



John Mura
General Manager/CEO