

## **WATER METER REPLACEMENT PROGRAM**

As a part of the Richmond County's commitment to maintain a high quality of life for our citizens through cost-effective, innovative systems, we have partnered with Ferguson Waterworks and Sensus Metering in order to upgrade our water system with the FlexNet Technology advanced two-way network. The Richmond County Water Dept. will be upgrading water meters gradually throughout the next few months.

The Fixed Based radio technology is designed to automate the collection of meter readings, provide customers with a better understanding of their water bills and help identify leaks that are responsible for property damage and the loss of water.

### **HOW DOES IT WORK?**

A radio read meter uses relatively low radio signals, similar to the technology used by cable TV and wireless internet, to transmit water readings to the Water Department. The primary difference between the new Metering infrastructure and the older meter technology is that the new smart meter system can automatically and remotely transmit a customer's water usage to the Water Dept. using a radio signal.

### **IS IT SAFE?**

Yes. Your new meters use wireless radio frequencies—just like wireless Internet and cable TV—to send and receive information from the Water Department. The meters and communication system meet all federal safety standards and codes.

### **WHAT ARE THE BENEFITS OF THIS NEW RADIO READ METER TECHNOLOGY?**

- More consistent and accurate consumption readings
- Compare current usage to previous periods
- 24-hour leak detection

### **WHY INSTALL THIS RADIO READ METER TECHNOLOGY NOW?**

The Richmond County Water Department is installing this new infrastructure because meters wear out over time; many of them have been in use for over 20 years. As meters age, their accuracy begins to decline.

### **INSTALLATION AND WHAT TO EXPECT NEXT:**

Typically, installation will take place Monday – Saturday, 8:00 a.m. to 5:00 p.m.

Meter installers will have Ferguson Waterworks contractor logos on their trucks, and will wear brightly colored safety vests. All Ferguson installers have completed training and background checks and will have photo identification, wear identifiable uniforms, and drive marked vehicles.

**IT IS NOT NECESSARY** to make an appointment for installation. Also, you do NOT need to be home during the installation, as long as we have safe and clear access to your meter – please remove any physical obstructions that may prevent a meter installation.

In most cases, the replacement will take less than 30 minutes. You may experience a brief interruption in water services while your new meter upgrade is being installed. We apologize for any inconvenience this may cause.

Once complete, a door tag will be left informing you that the work has been completed; and if you have any questions or issues you may call Ferguson Waterworks at **1-855-848-2842**, or visit [www.fergusonscheduling.com](http://www.fergusonscheduling.com)

#### **WHAT ELSE SHOULD I KNOW?**

These meters come with locked lids which means you will not be able to access the inside of the box. If your water needs to be shut off, you will have to use the cut off valve connected to your service line, if you don't have a cut off valve a plumber can install one. NC Plumbing Code requires a cut off on the homeowner's side of the meter.

#### **BILLING INFORMATION**

As these new meters are installed our meter readings (for billing purposes) will be updated to a more current read. Currently, meter readings are entered into billing based on the meter reading on that specific date. Usually this is a period of 28-35 days of usage. However, as the new meters are installed they will be read electronically not manually. The water billing department will electronically read the meters between the 15th and 18th each month. Therefore, your bill may reflect a 40 -50 day billing cycle instead of the normal 30 day cycle in the first bill following installation of the new meter. After this initial extended cycle, your bill (being that it will be read between the 15th and 18th each month) should return to the normal 30 day cycle. Please pay close attention to your bills "previous read" and "current read" dates prior to calling the billing department about any issue with an escalated bill.

**Please make sure that you use CAUTION while mowing or doing any yard maintenance around the meter box. You will be charged for any damage to the meter equipment.**

#### **Damaged Meter Fees**

<b>Broken Lock Fee</b>	<b>\$35.00</b>
<b>Meter Box Lid</b>	
<b>Replacement</b>	<b>\$25.00</b>
<b>3/4" Water Meter</b>	<b>\$120.00</b>
<b>1" Water Meter</b>	<b>\$215.00</b>
<b>Meter Box Replacement</b>	<b>\$200.00</b>
<b>Meter GPS Transmitter</b>	<b>\$150.00</b>

If you have any questions concerning the water meter, please call Water Maintenance at 910-997-8338.