

Si usted tiene alguna pregunta acerca de este proyecto, por favor llámenos al 361-387-2614. Asistencia en Español esta disponible de Lunes a Viernes de 8:00 a.m. a 4:30 p.m.

If you have any questions regarding this project please call 361-387-2614. Assistance in Spanish is available Monday thru Friday, 8:00 a.m. to 4:30 p.m.

Dear Members,

Automated Meter Reading (AMR) Conversion Notification

Starting on **Wednesday October 14th, 2020**, River Acres Water Supply Corporation (RAWS) will begin the water meter replacement project replacing approximately 802 existing meters with new automatic meter reading [AMR] meters. The purpose of this effort is to upgrade the entire RAW's water distribution system with an electronic reading capability and to replace meters that have served beyond their estimated useful lives.

This upgrade project is scheduled to begin on East Riverview and continue west toward County Road 75 until completion. Approximately 200 meters should be installed each week, which would mean that all of the meters should be installed in about a month, depending on weather and coordination efforts.

This letter is your initial notification of this program. In addition, a reminder notification will be provided through a door hanger in advance of your scheduled replacement. The Contractors will also perform a courtesy "knock-on-the-door" notification at the time of installation. In order for the old meter to be removed and the new meter installed, water in your home will be shut off temporarily for approximately 15 to 30 mins.

The following is an overview of the project including public outreach, benefits of the project and frequently asked questions. Core & Main and their subcontractor Marshall Meters will be completing the installation. Each crew member working on the meter replacement project should have this name visible on their vehicle.

OVERVIEW

The AMR system will allow water meters (that measure the amount of water delivered) at each residence to be read from receivers located in a vehicle driving down the street. Personnel will no longer have to stop at each meter, open and manually read each meter. Replacing old meters will ensure that the RAWS can accurately track both individual usage for billing purposes and also monitor and assess community water demands.

BENEFITS OF AMR TECHNOLOGY

- Improve the efficiency of meter reading and water billing
- Save staff time and fuel
- Prevent reading and recording errors
- Minimize the need for personnel to go on the property
- Ability to detect if a leak or backflow is occurring in your plumbing system

Your patience throughout this important project is appreciated. If you have any questions or concerns regarding this project, please feel free to contact the office Monday-Friday from 8:00 a.m. to 4:30 p.m. at 361-387-2614.

Sincerely,

RIVER ACRES WATER SUPPLY CORPORATION

David Wishard
President

FREQUENTLY ASKED QUESTIONS

[Q: Are the new meters the same as the ones being replaced?](#)

A: No, existing meters will be replaced with new automated ones that transmit the meter readings to a mobile device. These automated meters eliminate the need to obtain readings directly from each meter and therefore improve the efficiency and lower the cost of meter reading.

[Q: Why do we need to replace the meters?](#)

A: As with any measuring device, meters can become less accurate as they age. Water meters have a useful life of approximately 15 years after which the accuracy will diminish.

[Q: Who will install the meters?](#)

A: Marshall Meters, a subcontractor to Core & Main (under contract with RAWs) will replace approximately 800 water meters throughout the distribution system. The work crews will be driving trucks with this name on the trucks.

[Q: Will my water service be interrupted during the installation?](#)

A: Yes, there will be a temporary service interruption, typically about 15 to 30 minutes, while the meter is replaced. Customers will be notified in person prior to the installation of the new meter. The Contractor's workers will perform a courtesy "knock-on-the-door" notification at the time of installation.

[Q: Do I need to be home for the meter replacement work?](#)

A: No, you do not need to be home. The majority of the work will be performed Monday-Friday between 8:00 a.m. and 5:00 p.m. However, crews might work some Saturdays to expedite the installation of the meters.

[Q: How much will the meter cost me?](#)

A: There is no charge for the new meter.

[Q: Will my water bill increase?](#)

A: Not necessarily; however as meters age, they tend to run slower and lose accuracy over time. Depending on the age and accuracy of your existing meter, your bill could change based on the consumption associated with the new meter. The new meters will simply record consumption more accurately.

[Q: What if there is a leak at the meter or any problem after the meter is replaced?](#)

A: Please call the RAWs office at 361-387-2614.