

## **WATER METER REPLACEMENT PROGRAM FAQ**

The Bourne Water District will be replacing water meters within our district as part of its multi-year Water Meter Replacement Program.

As meters age, they often lose accuracy, resulting in incorrect billing and non-revenue water loss. The new meters, which have an expected 20-year battery life, will ensure accurate readings and billing.

When your water meter is set to be replaced, you will receive a letter from the district requesting a meter replacement appointment.

### **What is a water meter?**

A water meter is a device that records water consumption. Your water meter is connected to a transmitter, which takes consumption information and sends (transmits) it to a remote reading device that collects this data. This information is then used for billing purposes.

### **Where is my water meter?**

The water meter is usually found in the basement, near the main water shut-off valve. This shut-off valve is located where your water service line comes into your home. Again, this is usually in your basement. If you are having trouble locating the water meter, you may want to check your furnace room, utility room, or near your hot water tank. Water Meters can also be found in Crawl Spaces, Utility Closets, under the kitchen sink for those who do not have a basement or in a Meter Pit in the yard.

### **How much space around the meter does the installer need to complete the work?**

The installer will require a clear walking path to the meter area, as well as enough space to kneel down comfortably in front of the meter, with a small tool bag at his/her side.

### **Why am I getting a new meter? Why isn't my neighbor?**

The municipality will select which meters need to be replaced or upgraded. This will be a multi-year project.

### **What is the cost to have my water meter replaced?**

Water meters are being replaced at no charge to the homeowner.

### **How long will it take to replace the water meter?**

Normal meter installation time is about 20-30 minutes, during which the water will be shut off for 15 minutes.

### **Do I need to be home for the meter replacement?**

Water meters are typically located inside in a basement or utility area. Someone 18 years or older must be home during the appointment so the technicians can access the meter.