

## **New Water Meters FAQs**

We have had several calls regarding the new water meters and rising costs; in response, we would like to offer this information in hopes that it will explain the differences:

### ***Why has my water usage/bill gone up?***

A large majority of our old meters were 20+ years old, worn out, and outdated; because of this, they were reading incorrectly, not picking up the usage they should have been, and not detecting leaks. Our new meters read every drop of water that goes through the meter and can detect leaks within 24 hours. The meters are accurate and radio read, with the readings being directly uploaded into the computer instead of being done manually. You will see a difference in your bill because the new meters are detecting usage that the old meters were not picking up.

### ***Why are there more days on my bill this month?***

Meter change outs began the end of February for most customers with regular size meters. Master Meter, the company that is installing the meters began with Cycle One and worked through each consecutive cycle; because of this, some cycles have had more water read days on their bill depending on the billing dates. This will only be for the first billing period after the new meter is installed, after that, it will go back to your normal billing period days.

### ***I received a leak letter in the mail, what does that mean?***

Leak letters will be sent to those customers who have had leaks detected. One of the many features of the new meters is that it can detect a leak within 24 hours. Any leaks that are detected are going through the meter; this means the leak is on the customer's side and the letter is sent to notify you of the issue. Possible reasons for minor leaks include a leak in your hot water heater, running toilets, or a dripping faucet. If you have none of these, please consider having a plumber come and check for leaks possibly under your house or in the line.

### ***I never had a leak before the meter was changed, but I do now – why?***

As stated above, the new meters are able to detect leaks, whereas the old meters were not. Also, with the old meters, water usage wasn't flowing properly through the meter as it does now.

### ***Are the citizens having to pay for these new meters?***

As for costs of the meter, the City of Sylvester received a grant and worked diligently to ensure the best product for the money. Most municipalities have radio read meters and this moves Sylvester forward for growth and industry on the future.

***Why did the meters have to be changed?***

We understand that with the state of the economy, any payment increase is seen as detrimental, however, we must update our outdated, worn-out equipment. We are taking small, but necessary steps to build an infrastructure that will be beneficial to all.

**We appreciate your patience with us as we complete the installation of all water meters. As always, we are looking for the most cost-efficient way to serve our customers and ensure that, in the future, the City of Sylvester will be a place for economic growth for all.**