

## **WATER METER INSTALLATION PROJECT - FAQs**

**1. So, my neighbor/friend told me that their water meter was changed out recently as part of a “Water Meter Replacement Program” in the City of Pembroke Pines...How do I know if my water meter is going to be replaced?**

You will receive prior notification via a white Door Hanger on your *front* door typically within 2 weeks of the replacement.

**2. I received a door hanger on my front door, what is this about?**

If the door hanger is white, it should provide information stating that your water meter will be replaced as a part of this water meter replacement project.

**3. Why is the City initiating a “Water Meter Replacement Program”?**

The city has a program to change water meters that are in excess of 20 years old and to upgrade the technology being used. Your new water meter will be equipped for mobile drive-by reading, eliminating manual entry of your monthly meter reading. Your new water meter will also contain components to capture consumption usage on an hourly/daily basis and in graph format. This information, when requested, can help you better understand your monthly water usage habits or to determine if you have a leak.

**4. Do I have to have my water meter replaced if my meter is on the list?**

Yes, this program is mandatory for all homes with aged meters included in this project.

**5. What should I do if/when I receive the 1<sup>st</sup> Door Hanger Notification?**

Read it! There will be important information of what you should expect, how to arrange for an appointment if needed, etc. Please note: There must be easy access to your existing water meter so please clear away any obstructions: planters, landscape, debris, vehicles, etc. in the immediate area of the water meter to avoid any delays.

**6. Will I be without water during this time?**

Yes, your water will be turned-off during this time to do the necessary work to replace the water meter. On average, the work typically takes approximately 15 - 30 minutes to complete but this time period may fluctuate a bit. The contractor will work diligently to keep the interruption to a minimum.

**7. Can I make an appointment ahead of time to best suit my schedule?**

Yes, you can schedule to have your water meter changed out. You must contact the contractor as soon as you can once you receive your 1st Door Hanger Notification. Contact

## **WATER METER INSTALLATION PROJECT - FAQs**

RTS/Envocore Monday through Friday between the hours of 7am – 8 pm to arrange an appointment at (888)632-9628.

### ***8. Why did I receive a 2nd Door Hanger Notification?***

This indicates that your new water meter has been installed. Read it! There will be important information of what you now need to do before you use your water that day.

### ***9. Why is my water discolored? Why do I have air in my lines? Why do I see small particles of sediment in my water?***

You may or may not experience any combination of these situations after the water meter is changed. This is why it is very important for you to follow the directions on the 2nd Door Hanger Notification. Although the contractor will have flushed the water line at the hose spigot, you **MUST** flush your lines within your dwelling by turning on your **COLD** water in your bathtubs/shower stalls/**COLD** water faucets and let it run about 3-5 minutes.

### ***10. Will I need to boil my water once the work is completed?***

No, you do not need to boil your water.

### ***11. Do I have to pay for this new meter?***

There is no cost to the homeowner for the equipment or installation.

### ***12. Was there something wrong with my old water meter?***

No, but it has reached the end of its useful life and lacks the technology needed to best serve the homeowner. The new water meter will have technology components, which allow for mobile/drive-by meter reading, eliminating manual entry. The new meter will gather consumption activity on an hourly/daily basis allowing a customer to analyze their usage for possible leaks.

### ***13. How will I be able to identify the authorized contractor doing work on/at my property?***

The Contractor's technicians will always be in company uniform, carrying company photo identification, traveling in a company vehicle.

### ***14. Who do I call if I have any questions or concerns after my water meter is replaced?***

Please contact Utilities Customer Service at (954)-518-9000