



Water Meter Replacement Program

Frequently Asked Questions

Why is my water meter being replaced?

The purpose of the replacement program is to update ELCO's metering system. Water meters have a 10-15 year warranty period before they start to slow down and reach the end of the expected service life. In addition, the new meter will include new technology that will save labor time, ensure accuracy and allow daily/hourly reads to notify staff and customers of a potential leak in a more timely manner.

How will I be notified about my meter being replaced?

District staff will mail a letter to the residence prior to the exchange informing you that field staff will be working in your pit in the coming 30 days. When staff arrives at the residence, they will knock on the door to inform the occupants about the meter replacement. Once staff has completed the exchange, a door tag will be left at the residence letting you know the work has been completed.

Do I have to be present during the meter exchange?

Most meters in the District are located in meter pits in the yards of residences. If your meter is located outside, nobody needs to be present during the exchange. If the meter is located inside in a crawl space, we would kindly request an appointment be setup to complete the exchange. At this time, the District is focusing on completing the exchanges with meters located in outside meter pits.

When will the work be completed?

The majority of the work will be completed Monday through Friday 8:30am – 3:30pm. Staff is strategically selecting areas in the District where exchanges will be completed. Residents will be notified via a letter informing them of the meter exchange.

How long does it take to complete the meter exchange?

Typically, water service will be interrupted for 10-15 minutes.

What if I do not want my water meter replaced?

All meters are required to be replaced.

Should I expect any difference in water pressure or water quality once the installation is complete?

You should not experience any change in water pressure or water quality. Once the meter exchange is complete, there may be some air left in the line. Air in the line typically has a sputtering sound the first time you operate a fixture. This should only last a few seconds. There may also be a discolored look to the water if there is air in the lines. Simply running the faucet for a couple of minutes should clear this air in the lines.

How often will my meter be read?

Your meter will be read at the same interval as it is now. Your meter will continue to be read monthly.

What type of meter is the District converting to?

The District has selected Badger E-Series meters with cellular endpoints that uses a cloud-based software analytics platform that transmits data to the District including hourly meter readings. The software has the ability to track water consumption on a 24-hour basis. Staff is able to notify customers about possible leaks within a 24-hour time period which is beneficial to the District and the customer. This information will soon be available to customers for their personal use along with options regarding notifications.

How do I know that you have my reading and not someone else's?

Each meter has a unique identification number assigned. The information transmitted including the reading is compared to your account record to ensure there is a match.