



Mayor Chokwe Lumumba

Dear Customer,

Beginning January 2014, the City of Jackson will initiate a comprehensive water meter replacement program that will replace approximately 65,000 meters with an automatic meter reading (AMR) system. The purpose of this effort is to upgrade the City's water distribution system with an electronic reading capability and to replace meters that have served beyond their estimated useful lives. The target meter population includes all commercial and residential meters. The estimated time of completion for the entire project is 24 months. The following is an overview of the project including public outreach, benefits of the program, and frequently asked questions.

**Overview:**

The AMR system will allow meters to be read from radio receivers in moving vehicles or from fixed receivers. The program is being conducted as part of the City's energy conservation program. Water meters are the devices used to measure the amount of water delivered to our customers. Replacing old water meters will ensure that the City of Jackson can accurately track both individual usage for billing purposes, and also monitor and evaluate community water demands.

**Public Outreach:**

All affected customers will be notified in advance in writing 30-60 days prior to installation and in person minutes prior to the installation of the new meter. For more information, please visit our website at [www.jacksonms.gov](http://www.jacksonms.gov).

**Commercial Accounts:**

All commercial accounts will be contacted personally by a representative from Siemens to schedule a convenient time to complete your meter replacement.

**Benefits:**

- Improves efficiency of meter reading and water billing
- Eliminates the need for estimated bills
- Saves staff time
- Minimizes need for personnel to go on the property
- Ability to detect a leak 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 City's Water and Sewer Business Administration Office's Customer Service at 601-960-2000.

Sincerely,

Willie C. Bell, Jr., Interim Director of Public Works

**FREQUENTLY ASKED QUESTIONS**

**Q: Are the new meters the same as the ones being replaced?**

**A:** Existing meters will be replaced with automated ones that transmit the meter readings to receivers or a mobile device. These automated meters eliminate the need to directly view the meter, and therefore improve efficiency and lower costs of the meter reading program.

**Q: Who will install the new meters?**

**A:** The contractors, Siemens and MAC & Associates, will replace approximately 65,000 water meters throughout Jackson beginning January 2014. The work crews will be wearing yellow or orange shirts with the logo "MAC City Contractor" and driving trucks with the same logo. They also will be wearing identification badges and carrying a letter from the City of Jackson Utilities Department explaining why they are in the neighborhood.

**Q: Will my water service be interrupted during the installation?**

**A:** Yes, there will be a temporary service interruption while the meter is replaced – typically about 15 to 30 minutes. A Siemens/MAC Construction representative will notify each resident prior to the installation of the new meter.

**Q: Do I need to be home for the meter replacement work?**

**A:** No, you don't need to be home.

**Q: How much will the meter cost me?**

**A:** There is no charge for the new meter.

**Q: Will my water bill increase?**

**A:** As meters age, they tend to run slower and may not measure all the water going through them. Depending on the age and accuracy of your existing meter, you may experience a higher bill due to the accuracy of your 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 has been replaced?**

**A:** You should contact the Water and Sewer Business Administration Customer Service at 601-960-2000.