



## Forsyth County Department of Water & Sewer

Dear Customer,

This letter is to let you know that Forsyth County Department of Water and Sewer (FCDWS) will be upgrading your water meter soon. With many of our existing automated meters reaching the end of their useful life, we have the opportunity to upgrade our entire system to an Advanced Metering Infrastructure (AMI) system that will help us better serve our more than 66,000 customers. We'll be replacing meters in your area in about 4 weeks.

These advanced meters will gather consumption information more frequently and precisely than your current older meter is doing today. This means you will have easier access to near-real-time water use information and the power to better manage your water use and costs. With the capability to alert you to leaks or unusual water usage in your homes and businesses, these meters will allow you to troubleshoot and quickly fix issues, potentially avoiding damage to your property and unexpected charges. Eventually, a secure online WaterSmart portal will enable you to easily track your water use over the course of a day, a week, and, ultimately, over several months, seasons, and even years.

This project will be conducted in phases over 24 months. We expect full deployment and installation to be completed by the middle of 2024. FCDWS has hired professional installers M&E Construction (M&E) to replace your current meter. M&E installers will be using vehicles with the M&E logo on the sides and will carry clear identification with them at all times.

**Your water meter is already located outside**, so you don't need to be home for them to change the meter. M&E will replace your meter on their planned roll-out schedule and no appointments are necessary.

**If your neighbor receives a new meter but you don't**, you already have an AMI capable meter and won't need a new one.

A postcard reminder will be sent to you by mail around two weeks prior to your actual installation date. Should you have any questions about the installation process or this meter upgrade program, please contact FCDWS Customer Service at (770) 781-2160.



### Prepare for Installation:

1. Make sure the property-side service line from the meter into your property is in good condition so that it can withstand the meter replacement work; you must fix any defective condition or leak before the meter replacement work can happen
2. Prune back any plant material that has grown over your current meter box

### During Installation:

1. Your water service will likely be interrupted for 15 to 30 minutes
2. The existing meter will be exchanged with a new meter
3. M&E will leave a door hanger on your door to let you know:
  - that they were there
  - if they changed the meter or not
  - if they didn't change the meter, the reason why and how to timely correct the problem
  - who to contact if you have any questions

*For general information about this Meter Upgrade Program and the capabilities of the new meters, please visit [www.forsythco.com/meterupgrades](http://www.forsythco.com/meterupgrades).*