



**City of East Providence  
Water Utilities Division  
60 Commercial Way  
East Providence, RI 02914**

**Aviso Importante:**  
Se requiere su acción. Si usted no  
entiende esta carta, por favor que  
alguien traducirlo para usted.

July XX, 2024

«NAME»  
«MAIL\_ADDRESS»  
«MAIL\_CITY», «MAIL\_STATE» «MAIL\_ZIP»

Work Order #: «WORK\_ORDER»  
Service #: «SERVICE»  
Service Address: «SERVICE\_ADDRESS»

Dear Water Customer,

In a continuing effort to improve our water service to you, the City of East Providence is implementing a city wide upgrade to our water metering system. This upgrade includes installation of a new water meter and reading device at your home or business by the installation contractor, Hydro Utilities. **This installation is mandatory and will be at no additional charge to you for a standard installation.** If you are not responsible for scheduling this work, such as in the case of a tenant or renter of the property, please pass this notice on to the owner of the property.

**Within 2 weeks of this notice please schedule your appointment to have your new water meter(s) installed by one of the following two methods:**

- Go online to [www.eastprovidencemeters.com](http://www.eastprovidencemeters.com) and enter the Work Order # and Service # found to the right of your address above to log in and schedule your appointment.
- Call Hydro Utilities toll free at **1-866-983-8080** Monday through Friday between the hours of 8:00 am and 4:00 pm. Provide the Work Order # and Service # found to the right of your mailing address above. **(Please do not contact the City of East Providence directly to schedule an appointment.)**

*All Hydro Utilities employees will have a photo ID badge and drive clearly marked vehicles. Do not allow any stranger into your home without a photo ID badge and clearly marked vehicle. Call Hydro Utilities to verify your appointment if you have any doubts.*

**Appointment Information**

- Appointments are available at set times Monday through Friday 8:00 am to 4:00 pm.
- Installation time is approximately 30 minutes.
- The installer must enter the home/business to complete the installation. An adult (18 years old minimum) must be present for the entire time of installation and be able to sign a form to verify the water meter change out.
- The area around water meter (minimum 5-foot radius) must be accessible to the installer prior to the appointment.

**Thank you for your assistance.**

Respectfully,

Emerson J. Marvel  
Superintendent East Providence Water Utilities Division