

Information for customers

Regarding the upcoming meter replacement project

In a continuing effort to improve service to our customers, the EPWUD is implementing a system-wide upgrade to our water metering system. This is a mandatory replacement program for all residential and commercial business customers. There is no cost to the homeowner or business owner for the meter replacement.

The EPWUD has partnered with Hydro Utilities LLC to complete this project. Starting in the next few weeks, water customers will begin to receive notices in the mail from Hydro Utilities with information about how to schedule a meter replacement appointment and what to expect during your appointment. Once you receive this notice, we ask that you schedule your appointment as soon as possible.

Please note that 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.

The EPWUD appreciates your cooperation with this system-wide meter replacement project! The new metering system will increase the reliability, long term stability and accuracy of your water meter, as well as allow customers to view real-time water usage and receive potential leak alerts through the new customer portal.

We will continue to update our customers throughout this process.