



PRESS RELEASE

FOR IMMEDIATE RELEASE

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CONTACT INFO. :

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East Providence to implement citywide upgrades to water metering system

EAST PROVIDENCE, RI: In a continuing effort to improve service to our residents, the City of East Providence and East Providence Water Utilities Division (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 will be **no** cost to the homeowner or business owner for the meter replacement.

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. Upon receiving this notice, the City of East Providence urges you to schedule your appointment immediately.

Appointments are available at a set time Monday through Friday 8:00 am to 4:00 pm with installation lasting approximately 30 minutes.

The installer must enter the home/business to complete the installation. An adult (18 years minimum) must be present for the entire installation time and be able to sign a form to verify the water meter replacement. The area around your water meter must also be accessible to the installer before the appointment (minimum 5-foot radius).

The City of East Providence appreciates your cooperation with the system-wide meter replacement. The new metering system will increase your water meter's reliability, long-term stability and accuracy, while allowing customers to view real-time water usage and receive potential leak alerts through the new customer portal.



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»	Work Order #:	«WORK_ORDER_»
«MAIL_ADDRESS»	Service #:	«SERVICE_»
«MAIL_CITY», «MAIL_STATE» «MAIL_ZIP»	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 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