



GENESEE COUNTY DRAIN COMMISSIONER'S OFFICE

- DIVISION OF -

WATER & WASTE SERVICES

G-4610 BEECHER ROAD - FLINT, MICHIGAN 48532-2617

PHONE (810) 732-7870 - FAX (810) 732-9773

JEFFREY WRIGHT
COMMISSIONER

Dear Water Customer,

Genesee County Drain Commissioner Division of Water & Waste Services (GCDC-WWS) has begun replacing water meters that have exceeded their service life to ensure quality service for our customers. The change out program includes replacing outdated water meters, replacing the existing reading device with a remote reading device located on the outside the building, and implementation of an Automatic Meter Reading (AMR) System. The AMR system is being implemented to collect meter readings remotely and make meter reading more convenient for customers. The water meter replacement project kicked off in July 2016. GCDC-WWS in conjunction with your local Township, will begin installing new water meters and reading devices in residences and businesses in your area.

The water meters that are being replaced are those that have exceeded their useful life. As water meters' age, they become less accurate. It is an industry standard to replace these water meters before they become too inaccurate or fail completely. GCDC-WWS has contracted with **Vanguard Utility Service** to replace your meter and install the remote meter reading devices, and run new wire. During a meter change-out, you will be without water for a short period of time. Our representative will work with you to minimize the impact on your home or business. When you schedule your appointment, the representative should be able to tell you what service needs to be done at your location.

You will receive a postcard from Vanguard, before they begin working in your area. After you receive the card from Vanguard please follow the instructions on the card and schedule an appointment with Vanguard for the work to be completed. This process will require a representative of Vanguard to enter your home or business for a short period of time.

Vanguard Utility Services, Inc. will also be **canvassing door to door** to gain access to those properties that do not make appointments to replace the water meter and install the remote meter reading device.

Representatives of Vanguard Utility Services, Inc. will be available Monday through Friday, during daylight hours. Saturday and after hours' appointments are available on a limited basis. Below is information provided by Vanguard Utility Services, Inc.

- Information to schedule an appointment by phone or by visiting the Vanguard website is provided on the post card that you will receive.
- Please make the necessary provisions to allow clear access to the water meter located in your home or business. Clear any obstructions from around the water meter area before Vanguard arrives.
- There is **NO CHARGE** for the typical replacement of your meter.
- In some cases, minor plumbing changes, such as replacing a defective isolation valve, may be necessary to replace the water meter. If you choose to have the valve replaced, the cost of the plumber will be the property owner's responsibility.
- All personnel will be properly identified with a GCDC-WWS issued photo identification card displayed on their outer garment.

Note, for general project information (such as frequently asked questions), in addition to that provided by Vanguard Utilities Service, regarding the meter replacement project you may visit our website.

(www.gcdcwws.com)

Thank you for your cooperation on this important project.

