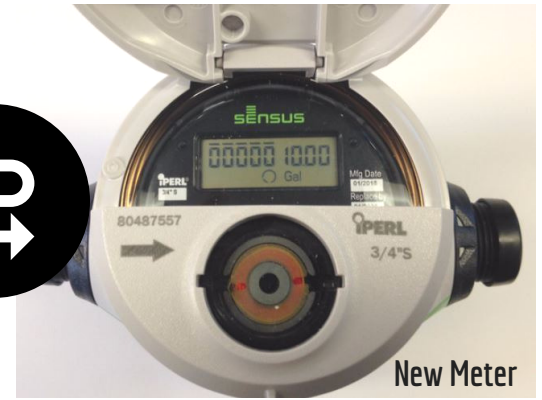


# Water Meter Change Out Program



Old Meter



New Meter



## WHAT IS IT?

### Overview

The City of Grand Ledge is starting the third year of a seven year plan to replace customers' out-dated water meters. The new meters can be radio-read from a vehicle, through an external antenna. The program is mandatory and eventually every home in the City of Grand Ledge will be equipped with a new meter. You will receive a letter from the City of Grand Ledge requesting that you call our Department of Public Service to schedule a meter change-out in your home. There is no charge to the customers for this program as it is a normal cost associated with operating the water system.

### What are the advantages of the new meters?

The combination of new radio-read meters and monthly billing means faster leak detection in your home. Toilets and other fixtures can run excessively without a homeowner knowing, resulting in a frustratingly higher bill than expected. The new meters are easy for customers to read and understand their own usage from home. The meter change-out program helps to increase the efficiency of reading meters by reducing the number of resources needed.

### Am I required to participate?

Yes. Eventually, every home in the City of Grand Ledge will be equipped with a new radio-read meter. Water meters and reading devices are necessary for the fair and accurate billing of utility services. Your cooperation is greatly appreciated and will aid in the smooth completion of this important project.

## WHAT CAN I EXPECT?

- 1 You will receive a letter from the City of Grand Ledge requesting that you call our Public Service Department to schedule a meter change out in your home.
- 2 Call and schedule an appointment that works with your schedule. Appointments typically take 40 minutes to one hour. Prior to your meter change appointment, it is helpful to clear a path to your water meter, removing any boxes or clutter that might crowd the area.
- 3 At your scheduled time, two Department of Public Service (DPS) Employees (identified with ID badges) will arrive at your home. They will need access to the inside of you home to change the meter.
- 4 DPS employees will complete the meter change out and antenna install, and the process is complete!



LEARN MORE ABOUT READING YOUR NEW METER AT  
[www.cityofgrandledge.com](http://www.cityofgrandledge.com)