

Date January 08, 2024

Dear Town of Rosepine Customer,

REPLACING YOUR WATER METER THROUGH THE DISTRICT'S CAPITAL IMPROVEMENT PROGRAM

Town of Rosepine will begin the process to upgrade your water meter to an Advanced Meter communications device. There is no additional cost for the upgrade.

The Town of Rosepine Utility Department has partnered with Ferguson Waterworks and Second Site to conduct the Advanced Meter installations. You will see uniformed employees with the Second Site and Town of Rosepine logos on their vehicles. They have been authorized to upgrade your water meter.



BENEFITS OF ADVANCED METER COMMUNICATIONS

- Utilize newer technology for reading water usage
- Reduction in costs associated with manual meter reading (staff time and vehicle fuel consumption)
- Immediate identification of leaks, which reduces system water loss
- Improved customer service and increased customer participation
- Extended life/use of meter

WHAT TO EXPECT

- Advanced Meter installations will occur Monday–Friday from 8:00 am to 4:00 pm.
- Installations will take place starting January 23rd and will take approximately 9 weeks to complete. It will typically take 20 minutes to complete the meter change out.
- Customers will receive door tag notifications before and after the meter has been installed.
- Meters will not be replaced if a leak is detected.
- Customers don't need to be home during the installation.
- This project will require that water service is temporarily disrupted. Customers with medical conditions should call the Town of Rosepine at (337) 463-8908 to make arrangements, if necessary.
- The Town of Rosepine will continue reading your water meter manually until the communications network is fully operational.
- For general information or to report a water emergency, call (337) 463-8908.

Thank you for your assistance during the installation process. If you have any questions regarding meter installation, please visit www.townofrosepine.com or contact the Town of Rosepine Utility at (337) 463-8908.

Sincerely,
Kimberly Morgan, Utility Clerk