



Public Work Agency
555 Lincoln Ave
Evanston, IL 60201

Date

Owner
Billing address
City, St. Zip

Service Address: #Acct No. and address

Dear Evanston Water Customer,

The City of Evanston is currently performing a water meter replacement (WMR) program to replace existing water meters that are 20 years and older. Your existing inside water meter will require replacement with a new meter. **The new water meter equipment will be installed at no cost to you.**

The City has contracted with Water Resources Incorporated and its sister firm Water Services Company, to install the new water metering equipment, service line inspection, and basic cross connection survey. A typical installation should take approximately 30-45 minutes. Your water service will only be turned off during the replacement of the existing water meter along with the re-installation of the remote readout device (MIU). Water service is typically off for only a few minutes.

The installers are **uniformed personnel who carry picture ID badges and travel in marked vehicles.** A person eighteen (18) years or older must be present during the installation appointment. The installers will present their ID badges when arriving for the appointment.

In preparation for the installation appointment, it is important that you:

- Make sure the area around the meter and MIU is clear so the installers have room to work. Your existing water meter must be in an accessible work area.

Within 15 days of the date of this letter, **please contact the Contractors- Water Services call center at 1-800-355-7299 to schedule your appointment.** They can be reached Monday through Friday, 9:00 a.m. until 7:00 p.m. and Saturday, 9:00 a.m. until 1:00 p.m. In the event your call is not answered, please leave a message with your name, address, telephone number, and a time that is best for a representative of Water Services to return your call.

If you have any questions regarding this water metering system replacement program, please feel free to call 847-448-4311 or visit the website at www.cityofevanston.org/MeterReplacement for more information.

Darrell A. King
Bureau Chief - Water Production
www.cityofevanston.org/311