



Periodic Meter Change

What You Should Know When It's Time to Change Your Water Meter



The company is required by Public Utilities Regulatory Authority (PURA) regulations to remove and test water meters every 16 years to ensure accuracy and reliability.



While your home may have a remote meter reading device outside, the meter is typically located inside, usually in the basement.



The whole process usually takes about a half hour and an adult (18 and over) must be home at all times for one of our service members to change the meter.

To ensure a smooth installation, please make sure the area around the meter is clear and accessible (working space).

Change Out Complete!



Water to the house will temporarily be turned off while the meter is being changed and restored to normal once complete.

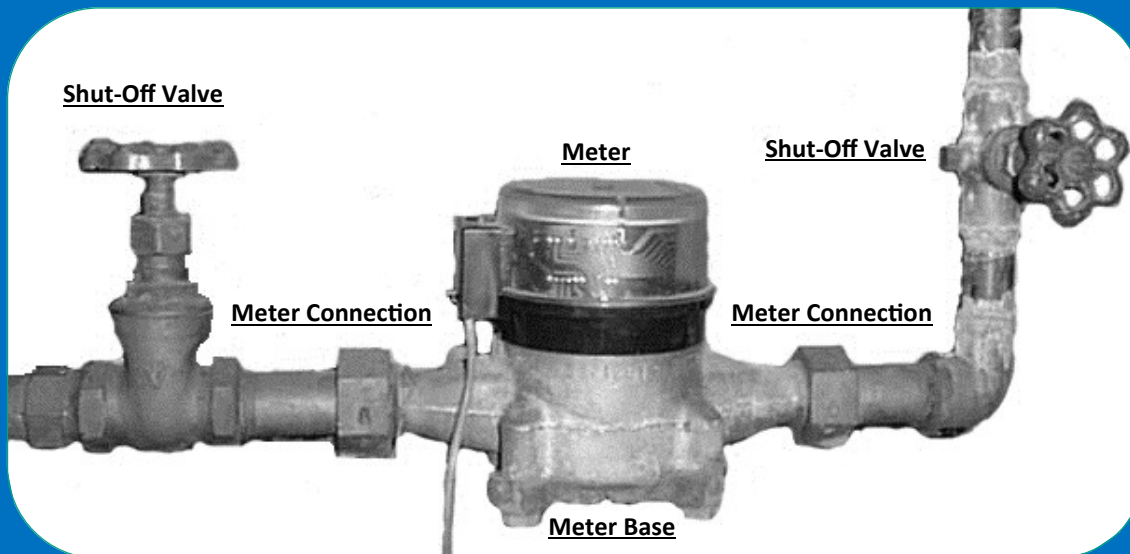
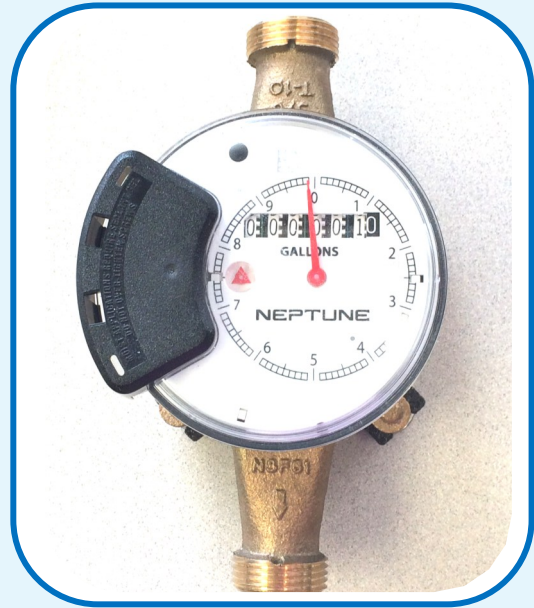


Meter changes verify accuracy and we would not expect your usage or bill to change after a new meter is installed.

Water Service Restored

What You Should Know About Your Meter Change Out :

- ◆ Water will be turned off for about 30 minutes during your appointment, and restored once the change out is complete. The area surrounding the meter must be clear (see diagram below to locate meter and turn off valves).
- ◆ Our service personnel will have proper Connecticut Water photo ID, uniform, and utility truck with the company logo on it. If you are unsure of their identity, you may call to verify at 1-800-286-5700.
- ◆ This process works in compliance with industry best practices and we appreciate your cooperation while we serve you and your community. The periodic Water Meter Changes are required by PURA to ensure customers' meters are measuring accurately.
- ◆ This service is provided without any charge to the customer.
- ◆ Call customer service to schedule your Periodic Meter Change at your earliest convenience



Contact Customer Service to schedule an appointment at
1-800-286-5700 or email customerservice@ctwater.com