



Dear Resident,

In the next few weeks the City of Avon is planning to begin an important project that will improve the way we read your water meters, and at the same time provide you with more information about your water usage. This is part of our ongoing commitment to provide the citizens of Avon with the services they deserve.

At the September 14, 2015 City Council Meeting, City Council authorized upgrades of the existing residential water meters throughout the community with the BEACON® Advanced Metering Analytics (AMA®) Managed Solution supplied by Badger Meter. This will enable the Utilities Department to more efficiently manage the water system and provide you a higher level of customer service. The City of Avon has contracted with **Badger Meter** and **Professional Meters Inc. (PMI)** to implement the BEACON® AMA® Managed Solution for Automated Water Meter Reading system throughout the city.

You will benefit as a water customer of The City of Avon in the following ways:

- Eliminates the need for a water meter reader to visit your premises
- No more estimated bills
- Provides both online and smart phone access to your water consumption information to improve your understanding of water usage patterns and billing
- Allows you to set an alert to detect potential leaks
- Ultimately enable you as the consumer to better manage your water usage

There are also benefits to the water utility which ultimately help us deliver the highest quality of water to you:

- Provides an energy efficient, accurate, and cost effective way to read water meters
- Provides more data on a more frequent basis to more quickly identify potential problems
- Enables the utility to increase water conservation efforts
- Ultimately helps the city operate the water system more efficiently

How does this impact you as a Customer?

If your water meter is located inside your home, it will be necessary for the installation contractor to schedule an appointment with you to access your meter. Under the guidance of the Utilities Department, convenient appointment times will be scheduled with residents through our installation contractor, PMI. Additional information concerning the installation process, appointment scheduling and project timing will be sent out by mail in the near future. When the time comes, you will be able to schedule an appointment by calling a PMI Customer Service Representative or through a website. A typical Meter Change out appointment usually requires less than 30 minutes and will cause a very short interruption in your water supply. Please note that when it comes time to change out your water meter it must be readily accessible by the PMI installer. PMI installers will carry proper identification and will not show up unannounced. Also, an adult of 18 years of age or older must be present at your home during the installation.

For more information please feel free to check the City of Avon website at cityofavon.com or contact the Utilities Department at 440-937-5740.

Sincerely,

Anthony Lorenzo
Utilities Superintendent

