

FOR IMMEDIATE RELEASE

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CUSTOMERS URGED TO SCHEDULE APPOINTMENT FOR METER EQUIPMENT UPGRADE

\$30 meter reading fee will be charged to water bill if installation is not scheduled

DETROIT—The Detroit Water and Sewerage Department (DWSD) is opening its automated meter reading installation program in the final sections of the city to complete the department’s program of installing new meter technology in Detroit homes. Customers who do not schedule an appointment to have the equipment installed will be charged a \$30 meter reading fee each time DWSD attempts to obtain an actual read of the non-compliant meter.

The Detroit Water Automated Meter Reading (AMR) program is a citywide DWSD initiative to install new automated meter reading technology in every Detroit residence that will eliminate estimated water bills. The meter installation program began in 2007 and more than 120,000 homes have been upgraded with the new meter technology. There is no charge to DWSD customers for this service upgrade.

DWSD customers will receive notices in the mail alerting them AMR technicians are working in their neighborhood and must schedule an installation appointment through the Detroit Water AMR Call Center. A \$30 meter reading fee will be charged to customers who do not schedule the AMR meter installation each time DWSD attempts to obtain an actual meter read from the non-compliant meter.

George Ellenwood, DWSD public affairs assistant director, said to avoid unwanted fees customers must schedule an appointment to have the new meter equipment installed by an AMR technician.

“AMR technicians are working in neighborhoods across the city,” Ellenwood said. “Once notified, customers who schedule the meter installation will avoid the meter reading fee.”

Appointments can be scheduled by calling the Detroit Water AMR Call Center at 866-217-2359 or 313-372-2100 between 7:00 a.m. and 7:00 p.m. Monday through Friday. AMR technicians are available for installs Monday through Saturday. The installation should take no longer than 45 minutes.

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Ellenwood said DWSD has launched a comprehensive notification effort, including mailings, phone calls and on-site visits to ensure residents are aware of the program and understand the requirement to schedule installation appointments.

The new technology, already in use in 120,000 Detroit homes, provides timely, accurate meter readings that eliminate estimated bills, and ensures that every customer is billed fairly. The technology also eliminates time-consuming manual meter readings and automatically transmits readings to DWSD headquarters, providing real time information to customer service representatives.

“It is important for customers to understand that technicians are only authorized to install the new automated equipment,” said Ellenwood. “They will not deal with billing issues and are not authorized to discontinue service if customers are behind on their bills.”

An adult must be present during the installation. Uniformed AMR technicians will arrive within two hours of the scheduled appointment. All technicians will drive a Detroit Water AMR marked utility vehicle, and will carry a photo identification card.

As each new meter is installed or retrofitted, it is connected to a small transmitting device located outside each residence and business. The device will transmit an updated water meter reading up to six times a day through a neighborhood antenna to DWSD’s central office.

For more information visit www.detroitwateramr.com or contact the Detroit Water AMR Call Center at 1(866) 217-2359 or (313) 372-2100.

DWSD is a city department that provides water and sewerage service to the Detroit area. The third largest department in the country, DWSD provides water service to approximately one million people in Detroit and three million people in neighboring southeastern Michigan communities throughout Wayne, Oakland, Macomb, St. Clair, Lapeer, Genesee, Washtenaw and Monroe counties. The 1,215-square-mile water service area includes Detroit and 125 suburban communities while wastewater service covers a 946-square-mile area encompassing Detroit and 76 neighboring communities.

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