



Frequently Asked Questions Electronic Meter Replacement Project

1. Why is my water meter being replaced?

Over time, mechanical water meters become less accurate and can provide inaccurate water readings. By replacing the city's meters with electronic meters, the city will be able to bill more accurately and efficiently for water usage. In addition, the new meters will include automatic meter reading technology that will save labor time, prevent any recording errors, minimize wear and tear on vehicles, minimize the need for the city to go on the private property of residents, and potentially allow water line leaks to be identified earlier by analysis of data collected.

2. Does this mean my bill will be increasing?

Not necessarily. While water rates are not changing, the new meters will likely record consumption more accurately than the current mechanical meters. In some cases, your bill may increase if your current meter is underreporting usage, though we do not expect this to be significant. The new meters will ensure fairness among all residents and businesses in the city from this point forward, and the city will not make bills retroactive where any under-billing has been noted.

3. When will this work be performed?

The work will start on June 3 of this year and the entire project will take approximately one to two months. All work will be performed during normal working hours of 8:00 AM – 5:00 PM and there will be minimal disruption to residents.

4. How will this affect my service?

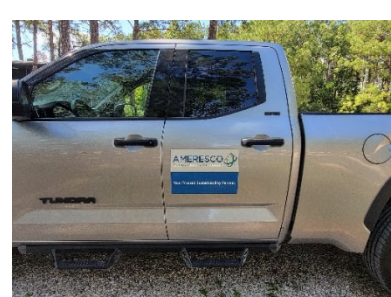
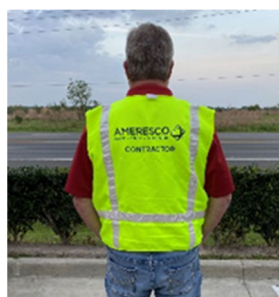
Ameresco will come to your residence and replace your water meter. The current meter will first be checked to verify that water is presently not in use. If no water is being used the meter will be replaced. There will be an interruption of water service for approximately 15 to 30 minutes during the replacement, but once the meter is replaced, water service will return.

5. How long will it take?

In most cases, it's a simple process that will take less than 30 minutes.

6. How do I know who is authorized to do the work?

We have contracted with Ameresco and Ratliff Ut to conduct this service. They will be driving trucks, wearing bright yellow safety vests with a logo identifying them as "City Meter Installer" and carrying appropriate identification, such as a laminated ID Badge and a letter on City letterhead.



7. Will they need to come inside my house?

In most cases, the meter is outside of the home in a box or pit. There will be no need for the technician to enter your house or business.

7. I'm on vacation or not available that day. Who should I call?

In most cases it will not be necessary for anyone to be home for the replacement. The majority of the work will take place near the street in the meter box. If you have any questions or concerns, please contact the Rollingwood Utility Billing Department at (512) 327-1838.

9. Why was I not able to turn on my water after the meter was installed?

In rare instances, the main cut-off valve to your home or business may be left off. This will occur when the Ameresco installation team is not able to pressurize your home or business following the installation. The normal cause of this condition is when an inside spigot is opened during the installation and subsequently left open. The water is not turned back on to ensure a sink or bath tub does not overflow with the resident or business owner is not home to close the spigot inside. In these cases, your water will be left off and a door hanger will be left on your door providing you a point of contact to call to have your water turned back on immediately.

10. Does my new meter have any special care or maintenance requirements?

No, the new meter does not require any maintenance by the homeowner. As before, the city will take care of all maintenance.

11. I still have questions, where can I get additional information?

For additional information, residents and businesses may contact the Rollingwood Utility Billing Department at (512) 327-1838. The city will work with Ameresco to ensure all questions are answered throughout this process.