



TIPPEGAN NEWS

Tipp City Meter Replacement *Frequently Asked Questions*

What is the meter replacement project?

The City of Tipp City is preparing to replace all electric and water meters in your home or business. Water and electric meter replacements will be scheduled separately. Meter replacements will begin in a pilot area beginning late February and continue for the rest of our customers beginning in May through September 2011.

Why do water and electric meters need to be replaced?

As with any measuring device, meters slow down and can become less accurate as they age. Many water and electric meters are over 20 years old and are overdue for replacement.



When will my meters be changed?

Postcards will be sent to you approximately two to four weeks before the water and electric meter replacement. Meter installations will take place Monday – Friday between 8:00 am and 5:00 pm and Saturdays between 8:00 am and noon. You may not need to be home for the electric meter replacements so long as the installer has unobstructed access to the existing meter. Because most water meters are located

within structures appointments will need to be set for those replacements. Water and electric meters will be replaced by separate crews at different times.

Who will install the new meters?

The City of Tipp City has hired a private contractor, Professional Meters, Inc to replace the old meters. All installers will wear uniforms and drive a vehicle with a Professional Meters, Inc company logo and will carry picture identification badges.



Is there anything that I need to do?

You may need to reset some digital devices after the electric meter is replaced. After the water meter is replaced, you may notice a sputtering sound the first time that you operate a fixture. Please turn on an outdoor faucet or your bath tub and let water run for approximately one minute. This will remove any air in your water line, which can cause cloudy water or a sputtering faucet.

Will I be charged for the new water and/or electric meter?

There is no charge to you for the new meter. Water and electric meters are the property of the City of Tipp City and this replacement

is part of our ongoing system improvements. As always, the electric meter base and wiring in the home is the property owner's responsibility. Plumbing from the curb stop (or right of way if no curb stop is present) into the home is the property owner's responsibility. Please note that illegal or unsafe wiring and/or plumbing will have to be repaired or replaced by the property owner.



Will customer bills go up?

The new meters will not affect your water and electric rates. However, some older meters do fail to record all of the water or electricity actually used. If the old meter was measuring at a less than standard accuracy level, your bill may increase as a result of the change.

What if there is a leak or another problem after the electric or water meter is replaced?

Call the approved installer, Professional Meters Inc at 1-866-965-0659. Service personnel from this firm will determine the cause of the leak or electric problem and take appropriate action.

Tipp City Meter Replacement Pilot Area

Tipp City is preparing for the replacement of water and electric meters throughout our service area. All of our customers will be getting new meters.

Deployment in the first area will begin in late February or early March with the rest of the replacements following in May through September.

With the installation of the new meters and the extension of our fiber system your meters will no longer be manually read. The new system will operate more efficiently using a wireless two way communication system to communicate information from the meter to the Government Center. This will provide greater efficiencies and better customer service by providing up-to-date meter readings, assisting with electric outage notification, and providing water leak detection technologies.

The City of Tipp City has hired a private contractor, Professional Meters, Inc to replace the old meters. Because separate crews will be installing the electric and water meters they will most likely be replaced at different times. You will

receive a postcard approximately two to four weeks before the water and electric meter replacement. Meter installations will take place Monday – Friday between 8:00 am and 5:00 pm and Saturdays between 8:00 am and noon. All installers will wear uniforms and carry picture identification badges as well as drive a vehicle with a Professional Meters, Inc company logo. It will take about 30 minutes for the meter replacements. We appreciate your assistance in promptly scheduling appointments with the installer after you receive your notification postcard. ☘

Contact the Utility Billing office at 937-667-8424 or Christy Butera, Assistant Utility Director at 937-667-6305 should you have additional questions about this project.

Tipp City Meter Replacement Pilot Area



Important City Contacts

- ☘ **Automated Attendant/Direct Connect** 669-TIPP
- ☘ **Police, Fire and EMS (EMERGENCY)** 9-1-1
- ☘ **Miami County Communications Center (Non-Emergency)** 440-9911
- ☘ **Police (Non-Emergency)** 667-3112
- ☘ **Fire and EMS (Non-Emergency)** 667-9199 or 667-1680
- ☘ **Utility Billing** 667-8424
- ☘ **Planning/Zoning** 667-6305
- ☘ **Engineering and Utilities** 667-6305
- ☘ **Refuse Collection (Waste Management)** 866-695-3433
- ☘ **Service Center (Parks and Streets)** 667-8234
- ☘ **City Manager's Office** 667-8425
- ☘ **Clerk of Council** 667-8425
- ☘ **Construction Notice Update** 667-6293

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