



# CITY OF PORT HURON WATER METER SYSTEM REPLACEMENT

## Frequently Asked Questions

### 1. Why is my water meter being replaced?

The City of Port Huron is upgrading its water meters to assure accurate water billing. This upgrade will add radio reading capabilities to the meter.

### 2. When will this work be performed?

The work will be started on or about February 14 of this year. The entire project will take approximately 9 months. The work will be performed during normal working hours of 8:00 AM – 7:00 PM, Monday through Saturday.

### 3. How long will it take?

The appointment normally takes less than an hour and water service is typically interrupted for only part of that time.

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

The City has contracted with Johnson Controls, Inc., and US Bronco to conduct this service. Authorized workers will be driving vehicles with Johnson Controls, Inc., and US Bronco identification, (see logo to the right), and will be wearing gray shirts identified by the name "US Bronco Services Meter Replacement Team" and carrying City identification indicating "US Bronco-Johnson Controls Contractor".

If you would like to verify these individuals are authorized installers, please contact the City of Port Huron's Water Office at (810) 984-9763.



### 5. Do they need to come inside my house?

Yes, the majority of the City's water meters are in the home. Installation will require access to the meters. Someone 18 years or older must be present during the installation. Please make sure that the area surrounding the meter is cleared and the meter is readily accessible.

### 6. I'm on vacation or not available that day. Whom do I call?

Meters will be installed based on geographic location, so it could be several months after installations begin before your meter is ready to be installed. An installer will knock on your door to gain access to the meter. If you are not home, the installer will leave a door tag with appointment contact information on it. If the meter is not accessible or you were not home at the time of the visit, you may schedule an appointment.

### 7. The City just recently replaced my water meter. Why is it being replaced again?

New water meters will not be completely replaced. Access is needed to add the new radio read equipment.

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

Frequently asked questions and answers will be posted on the City's websites and can be found at [www.porthuron.org](http://www.porthuron.org). The following are additional contact numbers:

Meter Replacement Program: Contact the City of Port Huron Department of Public Works at (810) 984-9730.

Water Billing Questions: Contact the City of Port Huron Water Office at (810) 984-9763.