

**Are the new meters the same as the ones being replaced?**

Most of the new meters will operate the same as the old ones. In some cases, meters will be replaced with automated ones that transmit the meter readings to a handheld or mobile device. These automated meters eliminate the need to obtain readings directly from the meter and therefore improve the efficiency and lower the cost of the meter reading program.

**What if there is a leak at the meter or any other problem after the meter has been replaced?**

Please call Metering Services, Inc. at 481-3476. Service personnel from this firm will determine the cause of the leak or problem and take appropriate action.

**What if I have questions about the Meter Replacement Program?**

If you have questions or concerns regarding the Meter Replacement Program, please call Tucson Water at 879-8529.



**Look for the logo**

Metering Services, Inc. is working with Tucson Water on the Meter Replacement Program. All installers will wear uniforms, carry picture identification badges, and drive a vehicle with the Metering Services company logo (see above.)



For more information call 879-8529  
or visit our website at:  
[www.tucsonaz.gov/water](http://www.tucsonaz.gov/water)  
City of Tucson TTY: 791-2639

Si usted desea este documento escrito en español, por favor, llame al 791-4331.

**WATER METER REPLACEMENT PROGRAM**



**Frequently Asked Questions**



# **WATER METER REPLACEMENT PROGRAM**

***In order to provide a reliable, high quality water supply, Tucson Water continually upgrades and improves our water system and facilities. The Water Meter Replacement Program is an important part of upgrading our water system.***

***Water meters are the devices used to measure the amount of water delivered to customers. Replacing old water meters helps ensure that Tucson Water can accurately track both individual usage for billing purposes, and also monitor and evaluate community water demands.***

***The following questions and answers are provided to help customers understand why the replacement program is needed and how it will operate.***

## ***Frequently Asked Questions***

### ***Where is my water meter?***

All meters are below ground in concrete or cast iron meter boxes with lids. Meter boxes are typically located near the sidewalk or curb or in alleys or easements behind properties.

### ***Why do water meters need to be replaced?***

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

### ***Who will install the new meters?***

Tucson Water has hired a private contractor, Metering Services, Inc., to replace the old meters.

### ***How will I know the installer works for you?***

All installers will wear uniforms and drive a vehicle with the Metering Services company logo, and will carry picture identification badges.



### ***Will my water service be interrupted during the installation?***

Yes, there will be a temporary interruption while the meter is being replaced - typically about 30 minutes.

### ***Do I need to be home for the meter replacement work?***

No, and appointments are not needed for the work to be done. The installer will check to see if anyone is home before replacing the meter. If someone is home and it is inconvenient at that time to have the water off, the installer will return at a mutually agreeable day and time.

### ***How do I know if my meter was replaced?***

The installer will leave a copy of this pamphlet with you or a copy will be left at your door.

### ***What will the new meter cost me?***

There is no charge for the new meter.

### ***Will my water bill increase?***

Older meters tend to run a little slower and may not measure all of the water going through them. Although the new meter will be more accurate, the increase in water measured through your meter will be small and should have a minimal impact on your water bill. However, the ability to more accurately monitor community water usage will help Tucson Water plan for our future water needs.

### ***What about the plumbing from the meter to my house?***

The customer is responsible for the repair or replacement of defective plumbing or deteriorating pipes on the customer side of the meter. When such conditions prevent the meter replacement, the customer will be advised of the repairs needed.