



CITY CORPORATION

Russellville Water and Sewer System
205 West 3rd Place PO Box 3186 Russellville, AR 72811-3186
Phone (479) 968-2105 FAX (479) 968-3265



City Corporation Meter Replacement Project Frequently Asked Questions (FAQ'S)

1. Why is my water meter being replaced?

Over time, water meters become less accurate and can provide inaccurate water readings. By replacing meters, our city will be able to bill more accurately and efficiently for water usage. In addition, the new system will include an 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.

In addition, the Reduction of Lead in Drinking Water Act legislation amended the Safe Drinking Water Act to reduce the allowable lead content in brass products from 8.0% to 0.25% (weighted average). This Federal Law went into effect on January 4, 2014 and applies to any product used in a potable water system (including meters). This means that when a meter is removed from service that is not compliant with the Federal Law, it must be replaced.

2. Does this mean my bill will be increasing?

Not necessarily. The new meters will simply record consumption more accurately. In some cases, your bill may increase, but only if the current meter is underreporting usage. These new meters also offer better leak detection, so in cases where a small leak has been ongoing, detection of this leak will be more accurate. Recent rate/fee increases approved by Russellville City Council will likely impact your monthly bill. However, conservation rates, along with this new meter, will allow you to manage your usage and potentially minimize the increase and possibly reduce your bill.

3. When will this work be performed?

The meter replacements are currently underway as of April 2015. The entire project will take approximately 6 months. In most cases the transition will be completely transparent and will not affect the residents. The work will be performed during normal working hours of 8:00 AM – 5:00 PM.

4. How will this affect my service?

A contractor will come to your residence and replace your meter. The water meter will 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 interruption of service for approximately 30 minutes during the change, but after that it will be the same great service (and even better) that you've come to expect.



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

We have contracted with Utility Metering Solutions (UMS) to conduct this service. They will be driving UTILITY METERING SOLUTIONS trucks, wearing bright yellow shirts identified by “UTILITY METERING SOLUTIONS Meter Replacement Team” and carrying appropriate identification.

6. Do they need to come inside my house?

No, representatives will not require access to the inside of your home to complete the installation.

7. Do I have to be present for the installation?

No, however, if an issue such as a leak is observed while completing the installation, crews will likely postpone the installation until the customer is home and can assist with troubleshooting the issue.

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

As mentioned earlier, your presence is not required for installation unless otherwise notified. The majority of the work will take place near the street in the meter box. If you have any questions or concerns, contact the water billing department at (479) 968-2105.

9. The meter is installed, but I have no service. Why? How do I have my water turned back on?

In rare instances, the main cut-off valve to your home may be left off. This will occur when the Utility Metering Solutions installation team is not able to pressurize your home 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 not home to turn the water off. 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. Is there any Special Care or maintenance that I need to do to my new meter?

No, your new meter does not require any maintenance by the homeowner. As before, the City will take care of all maintenance. However, please know that this new meter has transmitting technology on it that allows your meter to be read remotely.



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11. Can I access my meter box?

This new equipment is sensitive and attached to the blue meter box lid by a cable. Removing the meter lid abruptly could damage the equipment. Damage to this equipment could result in a \$100.00 tampering fee plus time and material cost to replace this equipment. Therefore, it is strongly discouraged that anyone other than City Corporation employees open the meter enclosure. However, in situations where a problem could result in property damage, it may be necessary to shut-off the valve in the meter box. To minimize accessing your meter in this situation, the State of Arkansas Plumbing Code requires a shut-off valve be located on the customer line between the meter and the residence. This “customer shut-off valve” can be installed just past the meter for quick turn-off of the customer’s water supply.

12. Will wireless technology affect my health or privacy?

The new meters will not negatively affect health or privacy. In fact, overall health will be improved and privacy enhanced by replacing vehicles and manual visits to your home with environmentally clean radio communication. The wireless portions of the system will be operated according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area. The amount of exposure to radio waves decreases with the square of the distance from the radio source and the total transmission time is only 15 seconds per day.

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

The City Corporation and Utility Metering Solutions will work toward answering every question as quickly and thoroughly as possible. We have taken the following steps to answer your questions:

- a) Frequently asked Questions and Answers will be posted on City Corporations website and can be found at: www.citycorporation.com .
- b) Customers may contact the Water Billing Office at (479) 968-2105.