

"Making a difference through excellence of service"



CITY OF WARRENTON

The City of Warrenton is upgrading the water meters throughout our water distribution system. The new meters will greatly improve our meter reading program. Here is some general information about the project and how you will be affected.

Benefits of Automated Meters

- **Accuracy:** Meter readers visit hundreds of meters a day and sometimes errors in reads can occur. This results in the meter needing to be re-read. Automated meters can greatly reduce errors saving repeat visits, staff time, fuel, and emissions.
- **Efficiencies:** We strive to provide great customer service, high reliability and low rates. These new meters will help us achieve these goals. They will also assist in detecting leaks sooner, and notify us if meters are tampered with.
- **Employee Safety:** Meter readers encounter challenging situations every day from hard-to-access meters, challenging terrain, traffic and more.

Installation Hours

7:00 am to 6:00 pm
Monday - Friday

Work outside these hours will be rare, but may occur occasionally.

We Need Your Help

- **Make sure the area around your meter box lid is accessible, with no obstructions.**

Installation will take time

There are over 2,000 meters to replace and 1,000 to be retrofitted, so replacement will happen over a series of months.

February 2018 - April 2018

Meters will be installed neighborhood by neighborhood whenever possible.

When We Are In Your Neighborhood...

- **Door Hanger.** The contractor will leave a door hanger at your residence 48 hours in advance of your meter change out.
- **You don't need to be home.** If the contractor sees the meter at your house spinning, they may knock on your door to let you know they are working on your meter.
- **You will be without water during replacement.** Approximately 30 minutes.

Automated

Water Meters

- The contractor will remove any excess dirt and take care to minimize damage to lawns and shrubs near your meter box.
- At no time should the contractor need access to your home.

Automated Meters – The Basics

- You will still get billed and pay the same way- no change.
- You should see us less often.
- Meter frequencies should NOT interfere with your garage door opener, TV, phone, or other electronic devices.
- Once complete, you won't see much difference - the difference is inside your meter box.
- Friendly Reminder: Call the City if you need to have your water turned on or off at your home or business. There may be a fee for this service.

Have Questions?

Installation & Retrofit Questions

- Chris Dials Contracting
@ 503.812.6586
OR
- Gray & Osborne, Inc.
@ 503.330.4686

Program Questions

- <http://ci.warrenton.or.us/>

Your Water Bill

- Utility Billing 1.503.861.2233

The City Maintains and Services Your Meter & Box

Need to have your water turned off or on?
Call us; we have specialty tools and the training. Don't risk damaging or causing a leak in the Warrenton Water System. (WMC 13.04.050)

- Give notice 48 business hours in advance
During normal business hours (Monday - Friday 7:00 to 3:30) call 503.861.0912
- After-hours emergencies call
503.325.4411

Need your water turned off frequently? Check to see if you have a shut-off valve between your home/business and the meter, if not consider having one installed. Just remember to call us 48-hours prior to your plumber's arrival.

