

Midlothian AMI Water Meter Replacement Program

Concord Utility Services will be working with the City of Midlothian, replacing existing water meters with new Neptune AMI water meters.

What to expect:

Schedule: February 2018 through June 2018



Company Vehicles: Concord Utility Services vehicles are white ½ ton trucks with company logos.



Uniforms & Badges: Concord Utility Services technicians will be wearing uniforms and badges that identify them as CUS employees.

- Shirt: Safety Orange with Concord Utility Services Logo
- Pants: Navy Blue Work Pants
- Hat: Navy Blue baseball cap
- Badge: Example as shown



Communication and Interaction:

- Notification:
 - A Concord Utility Services Technician will knock on your door and notify the resident, if at home, prior to replacing the meter.
 - Do you need to be home?
 - No. the resident does not need to be home for the water meter to be replaced. This is considered standard maintenance and does not require access into the house.
 - If the homeowner or current resident is not home or does not answer the door, the technician will insure there is no water in use (no consumption at meter), prior to turning off the water service.
- How long will my water be turned off?
 - Your water will be turned off for approximately 20 minutes.
- How will I know if my meter has been replaced?
 - When you turn on a faucet you may experience a small amount of air and sediment in your plumbing system. Concord Utility Services technicians do their best to evacuate all air/sediment that may be introduced from the process of changing a water meter. The technician will open the hose bib at the front of the property when restoring service, after meter installation.
 - If there is air/sediment in your lines, run water in the bathtub or sink until all air/sediment has evacuated from the system.

- Contact Information:
 - Contact Matt Kelly, Meter Services Supervisor at 972-775-7154 for **questions about your new water meter or questions about AMI technology.**
 - Contact Utility Billing at 972-775-7130 for **questions about your water bill.**
 - Contact: Mike Hopkins with Concord Utility Services at 832-723-6464 if you notice an **installation issue** with your new water meter such as **water leaking at the meter or water not in service.**