

South Central Connecticut Regional Water Authority
90 Sargent Drive, New Haven, Connecticut 06511-5966
<http://www.rwater.com>



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NAME
ADDRESS
CITY, CT 00000

Meter Equipment Upgrade Required Please Call for Your Appointment Today

Re: Service at {Service Address}, {Service City}, {Service State}

Dear Valued Customer,

The Regional Water Authority will soon be working in your neighborhood to install new advanced meter reading devices. These new devices are part of a required system upgrade and will be installed by our authorized contractor, Contract Callers, Inc. (CCI). There is no cost for the new meter reading device or the installation.

As the customer of record for the above service address, your immediate assistance is needed for our technician to gain access to our meter equipment for installation of our new meter reading device.

Please call CCI at 844-375-2272 (toll free) Monday through Saturday between 7AM and 8PM to make an appointment to have your new water meter reading device installed. You can also make an appointment at the CCI website www.rwa.contractcallers.com. To accommodate our customers' busy schedules, we have set up flexible installation appointment times Monday through Saturday between 7AM and 7PM. In order for CCI to install the meter reading device, the homeowner or a person 18 years of age or older must be at home to admit the installer.

If you do not call or email CCI to make an appointment, a CCI representative will visit the above service address to schedule one. If you are not home, the CCI representative will leave behind a door hanger with instructions on how to schedule an appointment.

Please note that customers who do not make an appointment with CCI to have the new meter reading device installed may have their water service disconnected. That's the last thing we want to do, so it's important that you contact CCI as soon as possible. Thank you in advance for doing so; we appreciate your cooperation.

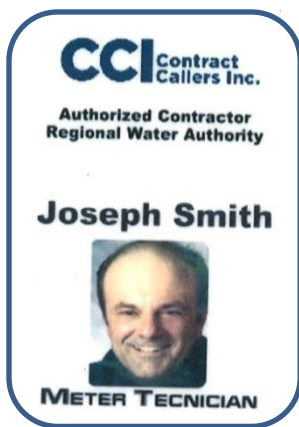
For more information, please visit the Authority's website at www.rwater.com or call CCI at 844-375-2272.

Sincerely,

Kevin Dupre
Director of Service

**CUSTOMER SAFETY AND SATISFACTION
ARE IMPORTANT TO THE RWA**

CCI installers wear blue uniforms with a CCI logo. They carry two forms of photo identification: an RWA contractor badge and a CCI badge. Their vehicles are white and have CCI and RWA logos on both sides; please see examples of the vehicle and badge on the next page. We encourage you to always ask for identification from anyone who comes to your door and to maintain a **“No Identification – No Entry”** policy. Customers can call the RWA at 203-562-4020 to verify that installers are working in your neighborhood. All installation activities are registered with your local police department and the RWA’s police department.



Customers may call the Regional Water Authority at 203-562-4020 to verify that our installers are working in your area. All installation activities are registered with your local police department.

A quality inspection will be conducted on some properties by RWA personnel. The inspection may occur immediately following the installation or at a later date.

Please note that all RWA and CCI personnel will have identification badges and will be driving vehicles with RWA and CCI logos.

Una traducción de esta carta está disponible en www.rwater.com.