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

CUSTOMER NAME
ADDRESS
TOWN, CT 00000

# IMPORTANT FINAL NOTICE: YOUR IMMEDIATE ACTION IS REQUIRED

# PLEASE CALL FOR YOUR APPOINTMENT TODAY

Date

Re: Service at {ServiceAddress}, {ServiceCity}, {ServiceState}

Dear Valued Customer:
Over the last few weeks, **Contract Callers, Inc. (CCI)**, the contractor retained by the Regional Water Authority, has been installing new meter reading devices in your area. These devices are part of a required system upgrade.

This meter reading device and installation are FREE to customers, but we need your cooperation. This device must be installed so that we can continue to read your water meter.

**It is important that you call 844-375-2272 (toll free) Monday through Saturday between 7AM and 8PM to make an appointment to have your new meter reading device installed. You can also make an appointment at the CCI website www.rwa.contractcallers.com. For your convenience, installation appointments are available Monday through Saturday between 7AM and 7PM.**

We have made several attempts to contact you about this installation. On (Date) and (Date), letters were mailed to your home. We also left a notice on your front or back door on (Date). Additionally, we placed calls to the phone number(s) associated with the account and received no response.

**The last thing we want to do is disconnect your water service, but if we don't hear from you within three business days, CCI will return your account to us for further action – up to and including a manual meter reading charge and disconnecting your water service. Please call CCI today to schedule an installation appointment. We appreciate your cooperation.**

If you've already made an appointment for installation, thank you, and you can disregard this notice. If you do not currently have an appointment scheduled, we appreciate your prompt response to this letter. If you have any questions regarding the installation process, please contact us at 203-562-4020.
Sincerely,

Kevin Dupre
RWA Director of Service

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