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CUSTOMER NAME
ADDRESS
TOWN, CT 00000

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

Introducing Advanced Meter Reading Devices

Dear Valued Customer:

Over the next few months, the Regional Water Authority (RWA) will install new advanced meter reading devices in homes and businesses in your town. These new devices are part of a required system upgrade that will eliminate the need for manually reading your meter and will largely eliminate estimated water bills. *Our meter readers will continue to read your meter until the new device is installed.*

This new high-tech metering system accurately reads your water meter by sending a low-powered signal from a device connected to your water meter to the RWA's office in New Haven. The signal sent by this device will not affect your property, garage door openers or other electrical appliances that may be used in your home.

The new advanced meter reading devices will be installed by the RWA's contractor, Contract Callers, Inc. (CCI). Installation involves attaching the new device to your existing water meter, or in some cases, we may need to install a new water meter to ensure compatibility with the device. There is no cost for the new meter reading device or the installation. And, there is no additional cost for a new meter if one is deemed necessary by the technician. RWA personnel may conduct a quality inspection; this inspection may occur immediately following the installation or at a later date. All RWA and CCI personnel will carry RWA identification badges and be driving vehicles showing both the RWA and CCI logos. Installation generally takes less than one hour.

For more information, please read the enclosed fact sheet or visit the RWA's website at www.rwater.com.

If access to your home is not required, an appointment will not be necessary, and CCI will install the new device and let you know when the installation has been completed.

If access to your home is required, you will be notified over the next few weeks. Please be on the lookout for a letter from the RWA that will include important instructions on how to schedule an installation appointment with CCI. It's easy, and to accommodate our customers' busy schedules, we have set up flexible installation times.

Thank you in advance for your cooperation.

Sincerely,

Kevin Dupre
RWA Director of Service

Introducing Advanced Metering Infrastructure

The Regional Water Authority (RWA) is introducing an Advanced Metering Infrastructure (AMI) program that will deploy the water industry's latest metering technology.

This technology, funded in part by the State of Connecticut Drinking Water State Revolving Fund (DWSRF)*, will upgrade how we read your water meter and provide you with better service through greater reliability, improved efficiency and early detection of water leaks.

Once our new high-tech metering system is in place across our water district, it will serve as a gateway for a wide array of water and cost-saving options for you. For example, you will be able to track your water consumption online, receive invoices based on actual meter readings despite bad weather that today can prevent us from accessing equipment for a reading, and at the conclusion of the program (2020), be able to budget and pay your bill monthly.

Additionally, it will allow us to reach out to you if we think you might have a leak and will assist our customer service representatives if you call with questions about your bill. AMI is also better for the environment and will help us with planning to make sure you have the water you need whenever you want it.

How does it work?

An advanced meter reading device will be installed at your home or business. The device is connected to your water meter and sends a very low-powered signal from your water meter to the RWA's office in New Haven. The signal sent by this device will not affect your property, garage door openers or other electrical devices that may be used in your home.

What should I expect?

The advanced meter reading devices will be installed by RWA's contractor, Contract Caller Inc. (CCI). If access to your home is not required, an appointment will not be necessary, and CCI will install the new device and let you know when the installation has been completed. If access to your home is required, you will be notified over the next few weeks. Please be on the lookout for a letter from the RWA that will include important instructions on how to schedule an installation appointment with CCI. . Setting up an appointment is easy; CCI's call center will be able to take your calls Monday through Saturday from 7:00 a.m. to 8:00 p.m. To accommodate our customers' busy schedules, we have set up flexible installation times. Installation appointments will be available Monday through Saturday between 7:00 a.m. and 7:00 p.m.

What is the Installation Process

On the installation date, a qualified CCI technician will install the new advanced meter reading device. Installation generally takes less than one hour. Installation involves replacing an existing device that is connected to your water meter. The advanced metering device will be located on the outside of the house near other utility devices, usually in the same place where your current water meter reading device is. In some cases, we may need to install a new water meter to ensure compatibility with the device.

RWA personnel may conduct a quality inspection, and this inspection may occur immediately following the installation or at a later date. All CCI personnel will carry RWA identification badges and be driving vehicles showing both the RWA and CCI logos. To verify the installer is from CCI, please ask for their identification card.



Frequently asked questions

Will all RWA customers receive this new advanced meter reading device?

Yes. The RWA will convert all customers to the advanced meter reading devices as part of a required system upgrade.

Is the new meter reading device free?

Yes. There is no cost for the new meter reading device or the installation. And, there is no additional cost for a new meter if one is deemed necessary by the technician.

What is involved in the installation?

We may be able to convert your present meter reading device located outside your house by using the existing wires. In some cases, the CCI installer will need to go into your basement to connect the wire from your water meter to the new meter reading device. We will also exchange some older water meters to a model compatible with the new meter reading device. The CCI installer may need to gain access to your basement in order to exchange the meter and/or connect the wire from your water meter to the new meter reading device. Existing wiring holes will be used whenever possible, and when necessary, a small hole (less than 1-inch in diameter) will be drilled and properly caulked.

Will the low-frequency signal interfere with my cellular telephone or any other equipment in my home?

The signal is low powered and will not disrupt any other signals, or control or operate any household appliances.

Will my water service be interrupted?

Water service will be interrupted only if there is a need to install a new water meter. If this is the case at your home, the water will be shut off for 15 to 20 minutes so that the water meter can be replaced.

What do I need to do next?

It is important to promptly schedule an appointment should you receive a letter requesting access to your home. Additionally, your assistance is needed to ensure your meter and other RWA equipment is easily accessible for our technicians.

For additional information or questions about our advanced metering project, visit us at <http://www.rwater.com/customer-care/advanced-metering-infrastructure>.

** The South Central Connecticut Regional Water Authority received a Drinking Water State Revolving Fund Subsidized Loan. The implementation of the Advanced Metering Infrastructure is financed by the Drinking Water State Revolving Fund (DWSRF) in the amount of \$8,400,000. The DWSRF program is administered by the Department of Public Health (DPH) with joint funding from the U.S. Environmental Protection Agency and the State of Connecticut. This project will offer many benefits to RWA customers including highly accurate data collection. DWSRF programs operate around the country to provide states and communities a low-cost financing alternative to maintain and improve the infrastructure that protects our valuable public drinking water resources nationwide. For more information on the DWSRF, please visit the DPH's DWSRF website at <http://www.ct.gov/dph>.*