

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

DATE: March 29, 2019

**FINAL NOTICE**  
**YOUR URGENT ACTION IS REQUIRED**

«AddressBlock»

RE: «Customer\_Address» «Customer\_City»

Dear Valued Customer:

As part of our Advanced Metering Infrastructure (AMI) required upgrade that will allow us to read your water meter remotely using safe, secure technology, we need your cooperation by providing us access to our equipment so we can install a new, free meter reading device.

Our approved installer, Contract Callers, Inc. (CCI), has attempted to schedule an appointment to install the new device on the water meter that serves your home. However, despite several attempts to reach you, the CCI representatives have been unsuccessful in gaining access to your property to complete the installation.

**Please be advised that Section J 3(b) of our rules and regulations for water service permit us to discontinue water service, upon notice to the customer, for "...failure of the customer to allow the South Central Connecticut Regional Water Authority reasonable access to its equipment."**

**If we do not hear from you within 15 business days from the date of this letter, your water service will be interrupted.**

Discontinuing water service is always a last resort for us, but without access to our equipment, we will be left with no alternative.

**So, please call CCI at (203) 456-8968 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](http://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.**

Sincerely,

South Central Connecticut Regional Water Authority