

WMUA Water Meter Installation FAQs

Here are some commonly asked questions for the planned water meter upgrade project that is planned for all WMUA customers

1. Why is my water meter being replaced?

Over time, meters can degrade and become less accurate. By replacing meters, the WMUA can bill more accurately and efficiently for water usage. In addition, the new system will include advanced meter reading technology that will identify leaks quickly, save labor time, prevent recording errors, minimize wear on vehicles, and minimize the need for WMUA employees to enter private property.

2. Does this mean my bill will be increasing?

Not necessarily. Compared to current billing practices, the new smart water meters will simply record consumption more accurately. In some cases, bills may increase, but only where old meters are underreporting usage. The new system will ensure equitable billing for all customers.

3. When will this work be performed?

Every water meter within the WMUA will be changed out with new “smart meters.” The meter installation work will begin in June 2021 and will take approximately twelve (12) months to complete. The work will be performed during normal working hours of 8:00AM – 4:00PM (EST). However, for inside (commercial) meter replacement scheduling, limited evening and Saturday hours will be available upon request. An estimated schedule by park follows. The timeline and order may slightly adjust as the install progresses.

Schneider Electric - WMUA AMI Water Meter Installation												
	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	
Water Meter Installation												
Commercial Meters												
Twin Hills												
Somerset												
Millbrook												
Garfield East												
Garfield North												
Rittenhouse												
Westhampton												
Buckingham												
Hawthorne												
Garfield/Clubridge												
Apartments												
Pennypacker												

4. Who is authorized to do the work?

The WMUA has contracted with Schneider Electric and National Metering Services (NMS) to complete the meter upgrade project. All NMS installers will have an ID badge indicating their name and their employment with NMS and will be wearing yellow safety vests with “National Metering Services” or “NMS” on the back. Installers will travel in vehicles that have large

“National Metering Services” decals on the vehicles. All NMS installers have successfully completed a comprehensive criminal background check.

5. Do I need to schedule an appointment?

Most water meters within the WMUA service territory are located outside the home, in a meter pit typically in the front of the property. For these outside meters, no appointment is necessary, and you do not need to be home during the meter changeout. NMS will contact commercial customers to schedule a meter changeout appointment at a convenient time.

6. Do I have to be present for the meter installation?

If your meter is located outside of your home or business, you do not need to be present for the installation. If your water meter is inside the building and you were asked to schedule an installation appointment, an adult who lives or works at the premise must be present. In most cases, installation will take 30-60 minutes in total.

7. How will the project address the COVID-19 pandemic?

The WMUA, Schneider Electric, and NMS take the health of their employees and customers very seriously. In order to mitigate the spread of COVID-19, NMS is committed to following all CDC guidelines and state and local COVID-19 requirements in effect at the time of the meter installation.

8. How will this affect my service?

While NMS is installing your new meter your water service will be momentarily interrupted (typically less than 15 minutes). The NMS installer will knock on your front door to alert you before turning off the water. After the installation is complete, service will continue unchanged.

9. I’m on vacation or not available that day. Whom do I call?

Since all residential WMUA meters are outside the home, you do not need to be present during the meter changeout and therefore do not need to contact anyone if you will not be home during the meter installation.

10. Is there any special care or maintenance that I need to do to my new meter?

No. Your new water meter does not require any maintenance by the homeowner. As before, the WMUA will take care of all maintenance.

11. Will wireless technology affect my health or privacy?

Your new meter will not negatively affect your health or privacy. In fact, overall health and privacy will be improved by the reduced need for WMUA employees to visit your property. Your new meter will use radio signals to transmit meter data. The meter's wireless transmitter operates according to Federal Communications Commission rules and will not interfere with other radio frequencies in the area. The transmitters use one-quarter of the power of a cellphone transmission and typically transmit for less than 5 seconds per day.

For additional information, please visit <https://sensus.com/rf/>

12. Why was I not able to turn on my water after the meter was installed?

In rare instances, the main cut-off valve to your home may be left off. This will occur when the NMS installation team is not able to pressurize your home following the installation. This condition applies to outside water meters only. The normal cause of this condition is when an inside spigot is opened during the installation and subsequently left open. The water is not turned back on to ensure a sink or bathtub does not overflow while the customer is away. In these cases, your water will be left off and a door hanger will be left on your door providing you a point of contact to call to have your water turned back on immediately.

13. What is the Customer Portal that I've heard about?

The Customer Portal is an application that can be accessed using any web browser connected to the internet. The Customer Portal will allow WMUA customers to monitor hourly water consumption and setup notification alerts when potential leaks are detected based on the water usage. The WMUA will provide information to all customers on how to access the Customer Portal and obtain your personal user account. This access will come around the half way point for the total install

14. I still have questions. Where can I get additional information?

For more information on the WMUA's meter replacement project, visit <http://wmua.info/> or call the WMUA customer service center at (608) 877-2900.