



**CITY OF MOUNT CLEMENS
1750 CLARA
MOUNT CLEMENS, MI 48043**

Dear City of Mount Clemens Water Customers:

The City of Mount Clemens has begun a Water Meter Modernization Program. This program will insure the most accurate and effective method of meter reading available. It will eliminate any discrepancies between the inside meter and outside reading device, and greatly reduce human error. This program requires the replacement of your meter and/or outside reading device.

This program is scheduled to commence in your neighborhood on or about (VARIES BY NEIGHBORHOOD). Your cooperation, with allowing personnel into your home for the meter change or outside reading device change, is greatly appreciated.

The City of Mount Clemens has recently contracted with SLC Meters to assist us with this program. The SLC Meter installation technicians will go door to door while in your neighborhood to install the new water meters and reading devices.

On the reverse side of this letter, you will find a list of commonly asked questions.

Thank you for your anticipated cooperation in helping us to complete this program.

Respectfully,

Mr. John Dobson
Utilities Department Crew Leader

Answers to the Most Commonly Asked Questions Concerning Water Meter Replacement and the Water Meter Reading System

Why do we need a new meter?

The City of Mount Clemens is changing over to what is known as a “Radio Read” system. This is the most cost effective and accurate method of meter reading that is available. Water meter reading technology has changed over the years and the older meters do not support this new technology. If your meter has been changed in the last several years, you may not need a new meter. You may only need to have the reading device changed.

When will the water meter and/or remote reading device be installed?

If your meter needs to be replaced, authorized personnel will be going door to door in your neighborhood installing the meter or outside reading device. If you are not available, an appointment can be made by calling SLC Meter number at **(800) 335-1448**. Appointments can be scheduled Tuesday – Friday. Some Saturday’s can be scheduled, if needed.

How will I know the installers are legitimate?

A private contractor, SLC Meter has been contracted to install the meters and reading devices. Each installer will be carrying an identification card from the City of Mount Clemens. You may also call SLC Meter at (800) 335-1448, or the City of Mount Clemens at (586) 469-6889 Ext. 502 to confirm the identity of the installer.

How long will it take to install the new equipment?

Normal installation is one hour or less.

Who will maintain the new equipment?

Barring negligence on the part of the home or business owner, the City of Mount Clemens has responsibility for maintaining the water meter and reading device.

Is there any cost to me?

There is a cost if the existing meter is damaged/frozen. If this is the case, the homeowner will have to purchase a new meter. If the meter is fine, then there is no cost to the homeowner or business owner for the meter, reading device, or installation. Under no circumstance should you pay anyone for the equipment or labor if the meter is fine. However, it is the homeowner’s responsibility to maintain the plumbing. Should the installer arrive and find the pipes are in a questionable condition, the meter will not be installed until the plumbing has been repaired at the home or business owner’s expense.

Is there anything I can do to make the installation smoother?

If you find a notice in your door, please call and make an appointment. Please clean the area around your present meter.

Will there be any change in my water bill?

The consumption will be the total of the new meter and old meter in your billing period. The total will only show the amount of water used in that billing cycle.