

Frequently Asked Questions

Why do water meters need to be replaced?

Many of the water meters are over 20 years old and have exceeded their useful life. Water meters and their registers often lose accuracy as they age, resulting in unaccounted for water loss that exceeds industry and regulatory standards.

My meter works fine, does it have to be upgraded?

Yes, the Water Meter Replacement Program is mandatory for all water users. In order to take advantage of the new technology, efficiencies, and cost-savings that the Automatic Meter Reading (AMR) system will provide, the majority of water meters in the Village will be changed out.

How does the new meter reading system work?

Water meter readings will be automatically transmitted to the Village thus eliminating the need to manually read each meter every month. The data from the water meter will be transmitted wirelessly on a licensed radio frequency to a central monitoring system.

Who will install the meter?

United Meters Inc, of Morris IL, a licensed plumbing contractor, will complete the installation of the new meters and the corresponding communication device located on the outside of the property. All United Meters, Inc. employees have passed a background check and will carry a Village issued photo identification card. **To schedule an appointment call UMI at 1-877-533-8964.**

Will the installer need to come inside my house?

Yes, since the water meter is located inside your house, the installer will need access to the meter in order to remove the old meter and install the new meter.

What will the installer do inside my house?

First the installers will need to turn off the water service to your property. The installers will then remove the old meter, and install the new meter. The corresponding communication device located on the outside of the property will also be replaced. The property owner and installer will be required to sign off on the final reading of the old meter and the first reading for the new meter. Additionally, the installer will provide you with an emergency phone number in the event you have questions or concerns after the installation.

What should I do if I am an owner and have tenants, but I do not reside at the property?

If you have tenants but do not reside on your property, you are responsible for calling United Meters, Inc. for an appointment and for providing access to the meter.

What if I am a tenant and do not own this property?

If you are a tenant, you will be asked to provide the installer with access to the meter. The notification letters are sent to the billing address on file in the water billing software. However, if you are a tenant and receive the letter we ask that you notify the owner of the property about the notification letter you received.

How long will the meter installation take?

The contractor anticipates the installation process will take between 30 minutes to an hour. Please note, in order to replace the water meter your water service will need to be temporarily shut off. Please be advised that there may be some trapped air or slight discoloration in the water line. This will clear up after running your water for a few moments. You may hear some noise as the air exits spigots and fixtures. This is normal.

What if I do not have a valve to shut off my water?

Should the valve not work or is missing, you can make arrangements through your plumber to have a new valve installed. Alternatively, the Village has made available, at the property owner's expense, valve replacement installation through United Meters, Inc. at a cost of \$125 for a ½" or ¾" ball valve and \$140 for a 1" ball valve. You will be notified at the time of the water meter installation if a new valve is required.

Will the timing of my water bills change?

Not at this time. The Village is considering a monthly billing cycle for the future.

Do I have to be home for the process?

Yes, someone 18 years or older must be present during the installation.

How do I know that you have my reading and not someone else's?

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

How do you know that my reading is accurate?

The new meters use the latest technology with electronic registers that are guaranteed by the manufacturer to be accurate. The new meters are 100% lead free and have no moving parts. The meters can read water passing through the meter down to 0.03 gallon per minute. Independent testing has verified that accuracy of these meters.

How do I know if higher usage may be a result of a leak in my plumbing system?

The new, more accurate meter may detect small leaks that the older meter may have missed. We recommend that you check faucets for small drips, and your toilet tank for leaks in the toilet bowl. To check leaks in the toilet you can place a few drops of food coloring in your toilet tank. If the water in the bowl changes to the color of dye used in the tank, you have a leak. If you do have a leak seek assistance from your local plumbing professional to fix all such leaks.