

**Why are water meters being replaced?** The typical useful life for a water meter is 15 to 20 years. Older meters tend to be less accurate and more prone to maintenance issues. When we started the project in April 2017, most of Pasadena’s water meters were about 17 years old. Although it costs the City to replace the meters, the replacement program ensures that the City bills customers for all the water actually being used.

**Will monthly bills increase?** Due to their age, current meters are most likely measuring 90% to 96% accurate. Because new meters will measure water with 99% to 100% accuracy, your bill may slightly increase following your new meter installation.

**What if my bill is much higher?** After change out, if the usage is 50% higher, a customer should contact the City’s office as this could indicate a leak (i.e., your monthly bill is usually for 6,500 gallons and the bill after the change out is for 9,750 or more gallons); you can look at prior bills to see what your monthly usage is (remember usage usually increases during the summer and major holidays). The new meters will hold 94 days’ worth of usage so we will be able to find out when the water was going through the meter.

**Do I call a plumber if I believe there is a leak after the change out?** No, please contact the Water Billing Department first. Our contract with the installation contractor specifies that any leaks or defects that are a result of the replacement efforts, be reported to the City so that the contractor can repair the damage at no additional cost to the City. **IMPORTANT** – this provision will not apply to leaks or other pre-existent conditions noted by the contractor during the replacement. Also, as a reminder, the customer is responsible for water service lines which go from the meter to their homes.

**Why else could my bill be higher if no issues are found with the new meter?**

If the battery in your old radio transmitter “died” and the City was unable to acquire an actual read off of the meter, we may have estimated your most recent bills. If the city underestimated your bills, you may see a higher bill the first month after the new meter is installed. This is the “catch-up” needed to make up the difference between the under-estimates and your actual water use. **Note:** The meter was always working, but the dead radio transmitter meant that the City couldn’t obtain the reading off of the meter.

### **Background Information on the City’s installation contractor**

The installation contractor has been in existence for 30 years. The company is a certified Installation, Testing and Repair company for most of the major meter manufacturers in the country.

They were the company that helped the City install the original “smart” water meters in late 1999 and early 2000. These meters allowed the City to implement automatic meter reading (AMR). Pasadena was one of the first cities in the area to use AMR which allows us to obtain readings using radio frequency technology by using a mobile data collector in conjunction with a laptop.

The installation contractor will replace over 28,000 meters in a 4 year period. As of yesterday, they have replaced nearly 12,000 meters. The contractor guarantees their workmanship for a period of 1 year from the date of installation, however, any leaks or defects must be reported to the City. The City is then responsible to contact the contractor prior to any repairs on the meter.

We can count on two hands, the number of times we have had an issue after the replacement. Because of the number of meters being changed out, we know that there will be mistakes but I can guarantee our customers that the City and our contractor will work towards resolving the issue.