

CITY OF GRASS VALLEY WATER METER PROJECT

Many customers of the City's Water and Wastewater Utilities should have already received a notice of the new Water Meter Installation Project that is underway using Global Water, an experienced contractor with this type of service.

The City has undertaken this effort for a number of reasons including improved customer account management, improved water consumption tracking, credit card – E Check and Direct Pay customer opportunities, the capability to move to a monthly billing cycle from the present bimonthly billing, increased customer service hours and a dramatic savings in manpower spent manually reading meters and through customer service activities.

The following are some commonly asked questions regarding this project:

- Q. Why change out my meter?
A. The meters throughout the city are approaching the end of their efficient and effective life cycle and need to be replaced in order to maintain a reliable billing system.
- Q. What will be the additional monthly cost to me, the customer?
A. Like any other long term benefit, Capital Improvement system costs are budgeted within the existing rate structure; therefore, there will be no rate increase due to this project.
- Q. What is new about the meter being installed?
A. The short answer is many things. The new meter is equipped with field proven meter technology that effectively reads each meter hourly and transmits that data electronically via data link to the City's customer service center, which will be staffed by Global Water, resulting in a tremendous manpower savings, especially in the area of manual meter reading.
- Q. I get my water from Nevada Irrigation District (NID); will I be getting a new meter also?
A. No, the meter replacement project only applies to Grass Valley Water Utility customers; but, your sewer bill will be coming from the City of Grass Valley through Global Water.
- Q. Why read the meters hourly?
A. Hourly meter readings will allow you and the utility the capability of observing when there is 24 hours continuous water consumption, which is an early forecast of the potential of a water leak on the customer side of the meter (generally a leaky faucet or toilet, but possibly service line break) which could turn out to be a cost savings to the customer and a water savings to the utility.
- Q. Will I, as a customer, see any other benefits to this project?
A. One of the major customer concerns that we receive deals with the impact that a two month billing cycle has on the household budget. This project will allow us to bill monthly, which many customers have said will dramatically lessen this impact. This new system will also allow us to offer Credit Card, E-Check, and Direct Withdrawal payment options to our customers, as well the current check and in person cash payment capabilities. Customers will also be able to sign in to a private and secure online portal in order to view and track their individual account water consumption data in order to better manage their account and water use, and we will be able to offer extended customer service hours through Global Water to better serve you and service your account.

**Should you have any other questions please feel free to contact Mike Healy,
Assistant Public Works Director, Operations at (530) 477-4626.**