

# CITY OF RIVIERA BEACH

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OFFICE OF  
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## CUSTOMER NOTIFICATION Water Meter Replacement

Dear Resident,

City of Riviera Beach Utility Special District will be replacing the water meters in its service area and has contracted with Ferguson Waterworks and UWS, Inc. to complete the installation. UWS, Inc. anticipates on working your neighborhood during the upcoming months.

UWS, Inc. is an experienced meter installation contractor. All installers will be identified by UWS badges, wear uniforms, travel in marked vehicles and have undergone a background check.

In order for UWS to install the new water meter:

- UWS, Inc. will need to gain access to the water meter, which is located in a meter box on or near your property.
- The meter box area should be clear and accessible.
- Contact will be attempted prior to installation and if the customer is at home they will be made aware that the water will be off for a brief period of time (typically 30 min or less). Please note that at no time should these contractors need to enter your home.

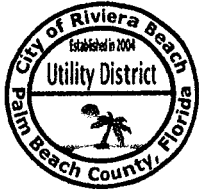
Once completed a door tag will be left informing you that the work has been completed. If you have any questions/issues you may call: Customer Service at 561-840-3109.

There is no further action that you will need to take. You may notice changes in your monthly bill since your water usage will be more accurately reflected.

City of Riviera Beach Utility Special District and Ferguson Waterworks thank you for your cooperation in making this a successful transition.

For more information on this project please visit: [www.rivierabch.com](http://www.rivierabch.com)





## CITY OF RIVIERA BEACH UTILITY SPECIAL DISTRICT WATER METER REPLACEMENT Q & A

### 1. Why is my water meter being replaced?

Water meters and their registers often lose accuracy as they age. The new meter will provide a more accurate reading of water usage. The system will include new water meter technology that will save labor time, ensure accuracy, and minimize the need for utility employees to access private property of resident.

### 2. Where is my water meter located?

Water Meters are primarily located in front or back of the resident's home, in a water meter box that currently has a concrete and metal lid. Water Meter box lids will be changed to a composite lid at the time of meter change out.

### 3. Does my meter have to be exchanged?

Water meters and their registers often lose accuracy as they age. All meters will be replaced with the new technology meters.

### 4. What if I don't want my meter changed?

Unfortunately this is not an option. All new meters must operate using the same technology.

### 5. How much will the new meter cost me?

There is no charge to customers for the meter replacement. The new meters are an investment in our infrastructure that will improve billing efficiency and customer service.

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

No, Installers will attempt to make contact with the home owner prior to starting the work. If the home owner is not at home the installer will complete the work and leave a door tag letting the customer know the work has been completed and if there are any questions to call 561-840-3109.

### 7. Who will install the new system?

City of Riviera Beach Utility Special District has contracted with Ferguson Waterworks and UWS, Inc. to install the new meters. The firm was selected via competitive bidding. All installers have completed training and background checks and will have photo identification, wear identifiable uniforms, and drive marked vehicles.

### 8. How long does it take to install the service?

A typical residential installation will take less than 30 minutes, depending on access to your water meter.

### 9. Will my water service be interrupted during the installation?

The installer will turn off the water during the installation. A typical installation should take 30 minutes and the water will be turned back on when completed.

Once water service is restored, the installer will attempt to purge any air trapped in the service line. If some air is left in the line, you may notice a sputtering sound the first time you operate a fixture. This should only last a few seconds and will not cause any harm. The first few gallons of water may be discolored.

Any additional air trapped in your water line may be removed by running cold water for a few minutes. Typically, the faucet on your laundry room tub can be opened to flush out trapped air.

### 10. Does this mean my bill will be increasing?

Not necessarily. In some cases, your bills may increase, but only if the current meter is under-registering usage. Presently the majority of customers are paying for actual usage, while other customers are only paying for a portion of the water due to inaccurate readings. This condition is not fair to all customers. The new system will ensure fairness and equality for all the residents and businesses from this point forward.