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November 22, 2017

Dear Village Resident:

Starting later this fall, the Village of Orchard Park (the Village) will begin a system wide water meter replacement project requiring all residential and commercial water meters to be replaced. The Village has purchased state of the art Neptune Automatic E-Coder Meters (AMR) and has contracted with 4th Generation Construction through a competitive bidding process for the replacement of all water meters throughout the Village.

The new meters will use a low frequency radio signal (RF) to transmit meter reads in short data bursts powered by a battery with a 20 year life expectancy to a mobile radio receiver located in a vehicle operated by Village employees or a hand held radio receiver. The new meter technology will aid in detecting leaks, have the ability to provide on-demand reads, provide usage profile analysis to assist in investigating high bills, and many other useful features that will allow the Village to be more efficient.

Most water meters are located in basements or crawlspaces and will require the installer to enter your home and turn off the water to remove and replace the meter. Typically, the meter replacement should take no more than 1 hour. As an additional safety feature, the installer will inspect the condition of the electrical ground clamp typically attached to the water line near the meter. The meter installer will also record the old meter reading and ask you to acknowledge that the reading on the old meter is correct before leaving your property.

For security purposes **All** 4th Generation Construction meter installers will have photo identification, wear identifiable uniforms and will have undergone background checks. The property owner or a responsible adult (minimum of 18 years old) must be at home at all times while the meter installer is performing this work.

The water meter replacement will be performed at no cost to property owners but your cooperation is requested to provide unobstructed access to the space where the water meter is located. If there are boxes or stored items in the way, we ask that you remove them before the installer arrives to avoid any delays. If for any reason, the water meter is covered by drywall or paneling, it is the property owners responsibility to ensure that the meter is accessible.

You should expect to receive a letter from 4th Generation Construction in the near future with information about scheduling an appointment for the meter installation. You can schedule appointments at your convenience, Monday through Friday between 8:00AM - 5:00PM; some Saturday appointments will also be available. We ask for your cooperation and request that you contact 4th Generation Construction to arrange for the meter replacement when you receive their contact information.

Thank you for your cooperation and support in completing this important public improvement project.

Sincerely,

Mayor JoAnn Litwin-Clinton
& the Village Board