

Dear Moundsville Water Board Customer:

DATE: March 20, 2014

Over the next several months, you may notice our maintenance crew replacing your water meter. There is nothing wrong with your present meter, but instead, we are installing an automated meter reading system for the community.

The meter change-out project is being conducted at no cost to customers and will take place in the City of Moundsville beginning March 24, 2014 and this phase will be completed by the end of 2014.

Your new Automated Meter Reading (AMR) equipment complies with the Public Service Commission (PSC) rules and guidelines. The system uses a radio frequency signal to transmit meter readings. Monthly readings will be collected, or read, by a Moundsville Water Board employee utilizing a specialized portable receiver from a vehicle or with a hand-held device. AMR meters enable us to read your account remotely, more effectively, efficiently and safely. It in no way affects your service or reading except to ensure a high level of accuracy in gathering the data with which we generate your monthly bills.

Moundsville Water Board has installed more than 50 automated meters in our City service area since the beginning of the year and is utilizing this system as part of our continuing effort to provide reliable service for our customers.

If you are not at home during the meter installation, the technician will leave a door hanger indicating that your AMR meter is in service. If you have questions regarding the meter change or AMR technology, feel free to contact our offices at (304) 845-0380.

Thank you.