

# FREQUENTLY ASKED QUESTIONS

## Radio-Frequency Device Installation Program



**Q. What is a Radio-Frequency Device Installation Program?**

**A.** The program involves installing automated, state-of-the-art radiofrequency (RF) devices on customers' meters and, in some cases, replacing older meters with new ones. The RF device will eliminate the future need for us to come into your home to read your water meter, and will reduce your likelihood of receiving bills based on estimated meter readings.

**Q. Where is my water meter?**

**A.** Your water meter is located inside a utility room, a closet or the basement. The Radio Frequency Device will be attached to the water meter.

**Q. Why do I need a new meter?**

**A.** Many of the water meters are over 10 years old and may not be compatible with the Radio Frequency system we are installing.

**Q. How does the new RF device work?**

**A.** Our field personnel will take most meter readings while driving in a vehicle through your neighborhood. In some cases, a meter reader may still walk the meter reading route. When the vehicle or meter reader gets near your meter, the meter transmits its meter reading by radio. Devices that are in the vehicle or held by the meter reader collect the readings.

**Q. Will my water bill go up?**

**A.** Older meters tend to run more slowly and, therefore, do not measure all the water passing through them. The new water meter will accurately measure the water that you use. All new meters are tested at the factory to ensure that they register properly. If you receive a higher bill, it is usually not because your new meter is reading too fast; it is because the old meter was reading too slowly.

**Q. Will the timing of my water bills change?**

**A.** There will be no change to your quarterly or monthly billing period.

**Q. How do I know that you have my reading and not someone else's?**

**A.** Each RF device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

**Q. How do you know that my reading is accurate?**

**A.** These state-of-the-art water meters have electronic registers, which verify the meter reading. This reading is more accurate than visually ("manually") reading the meter.

**Q. How do I know if higher usage may be a result of a leak in my plumbing system?**

**A.** A new, more accurate meter may detect leaks that the older meter missed. Check faucets for small drips. Also check your toilet tank for leaks in the toilet bowl. Place a few drops of food coloring in your toilet tank. If the water in the bowl changes to the color of dye used in the tank, you have a leak. Seek assistance from your local home improvement center or plumbing professional to fix all such leaks.

**Q. Do I have to be home for the installation?**

**A.** Yes. Since your meter is located inside your home, you will need to be home while we install your new meter and/or RF device.

**Q. How long will the meter / RF installation take?**

**A.** Under normal circumstances, the installation will take 15-30 minutes. We may have to turn your water off for 10-15 minutes while we change the meter. Please be advised that there may be some trapped air or slight discoloration in the water line. This will clear up after running your water for a few moments. You may hear some noise as the air exits spigots and fixtures; this is normal.

**Q. What will the installer do inside my house?**

**A.** Generally the installer will, with your permission, locate your inside water meter, remove the old meter, and install the new meter and RF device. They will then attach the transmitting unit and clean up the area.

**Q. Is there a hazard from the radio transmitter in my home?**

**A.** No. The radio signal is only on when the meter reading takes place. This is less than a few seconds per month, at a very low frequency.

**Q. Is there anything hazardous inside the equipment?**

**A.** No. Only ordinary electronics and batteries are inside the equipment.

**Q. Will the radio interfere with my television, cordless phone or pacemaker?**

**A.** No. The radio transmissions occur on a licensed frequency very different from those used by television signals, cordless phones and pacemakers. In addition, the transmissions last less than a few seconds each month. They will never cause interference with your television reception.

**Q. Is this system monitoring my phone calls?**

**A.** No. This equipment does not monitor phone calls.

**Q. Is this system monitoring how many people are in my house?**

**A.** No. This equipment does not monitor how many people are in your house.

**Q. How will I know your installer works for you?**

**A.** All of our installers wear uniforms with United Water identification and carry identification badges. If you are unsure about the installer's identity, please call us toll-free at 800 379 5257 for confirmation.

**Q. What if we have a leak near the work site after the Radio Frequency device is installed?**

**A.** United Water will make every effort to dispatch service personnel as quickly as possible to determine the cause of the leak and to take appropriate action. You can call us toll-free at 800 379 5257 Monday through Friday, 8:00 a.m. to 4:30 p.m.

**Q. What happens if the wires are cut?**

**A.** If the wires between the water meter and the reading unit are cut, the reading unit will signal that a wire cut has occurred. United Water will respond to correct the problem and will need access to the meter. If our service personnel determine that a deliberate cut occurred, we will bill the owner of the property for the cost of repair.