



PUBLIC NOTICE

WATER-SEWER UTILITY

The Borough of Island Heights is about to begin a Borough wide Water Meter Replacement Project. Participation in the Water Meter Replacement Project is mandatory. All water customers serviced by the Borough of Island Heights Water – Sewer Utility will have their water meters replaced by a Neptune Ultrasonic Water Meter. There is no cost to our water customers for this meter replacement.

The Borough has awarded a contract to MeterTek Utility Services to replace our water meters. Customers will receive a notification from MeterTek, once they are ready to begin installations in your area, with instructions to call **1-800-717-0974** to schedule an appointment. You can schedule an appointment directly by visiting their website at www.metertek.net. Generally, the water service interruption and installation duration is less than thirty minutes.

Access to your home or place of business to install the new meter and will be required. For installation to take place, someone 18 years of age or older must be present at the time of installation and the area in front of the water meter should be cleared and made accessible. MeterTek Utility Services' installers are always required to be in uniform and have identification badges displayed. The installers drive company vehicles that are appropriately marked with the company name & logo.

Frequently Asked Questions from Customers regarding the Water Meter Replacement Project

Can you explain the installation process?

The project includes replacing water meters with new ultrasonic meters that can communicate usage data via wireless technology. During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed and the new meter and reading equipment is installed. To ensure the installation is complete, workers will then test to confirm the equipment is working correctly. The process should take less than thirty minutes.

Do I need to do anything to prepare for the installation?

Please ensure the area around the water meter is clear and accessible. To help keep everyone safe, pets will need to be kept away from the installation area.

How does this benefit the customers?

Benefits are:

Quicker leak detection for customers

Reduced meter reading cost

More efficient customer service.

How will I be informed when the installation is taking place at my home or business?

A mailing will be sent to customers regarding the installation of the new water meters and meter transmitters. Customers need to respond to the phone number or website listed on the mailing to schedule an appointment.

How do I schedule an appointment?

Residents can easily schedule their equipment and meter upgrade by contacting MeterTek Utility Services Inc. at 1-800-717-0974 or visiting their website at www.metertek.net. Once you have selected a date and time frame, a representative from MeterTek will contact you to confirm your appointment.

I'm not home during the day. What do I do?

The Borough of Island Heights along with MeterTek will work with any residents who may not be home during the day and/or are on vacation during a prolonged period of install. Evening and weekend appointments will be available on a case-by-case basis. For safety and security, MeterTek personnel will not enter a home without a resident over the age of 18 present.

How can I identify MeterTek personnel?

All MeterTek personnel will arrive at your residence within your scheduled appointment time driving a company-marked vehicle, they will be wearing company uniforms and will present to you their company issued photo ID badge.

Do I still need to make an appointment if I had my meter replaced in the last five years?

Yes! we are installing new state of the art water meters and all existing water meters (regardless of age) must be replaced for the system to perform properly.