

# What You Need To Do

1. Clear the area around your water meter. Water meters are normally located in the basement or a utility closet.
2. Check to make sure the water turn-off valves are working on both sides of the water meter.
3. **Call to schedule an appointment at 586-447-3305.**
4. City personnel will be working in your neighborhood over the next 1-2 weeks.

For more information on the  
Water Meter Replacement  
Program, please call  
586-447-3305  
from 8am - 4:30pm.

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City of St. Clair Shores

# Water Meter Replacement Program



## Frequently Asked Questions

**T**he City of St. Clair Shores will soon be replacing all water meters throughout the City with a new **Automated Meter Reading System**. This will ensure the most

accurate and cost effective method of meter reading currently available.



**Please call 586-447-3305 to schedule an appointment.**

City personnel will be working in your neighborhood over the next couple of weeks.

### **What does Automated Meter Reading System mean?**

An automated meter reading system allows a signal once daily (1-2 seconds) to the Water Billing Department. This system eliminates the costly and labor intensive need for manual house-to-house meter reading. The signal sent ONLY transmits water usage readings and is a one-way signal. Water Billing cannot transmit any data back to your water meter. The signal requires an output power of 2-watts from the internal battery pack (expected to last 10-15 years) and transmits on a FCC licensed low radio frequency (175 MHz).

### **Why does my water meter have to be replaced?**

The water meters are on average 25 years old and are at the end of their useful life.

### **Do I have to have my meter replaced?**

Yes. You can however opt-out of the automated reading system. You will be responsible for the costs associated with manually reading your water meter. You will also still need to schedule an appointment to have the meter replaced. Please call 586-447-3305 for more information.

### **Will I be billed for the new meter?**

No. The water meter replacement program will be self-funded through the water and sewer capital fund and through the savings

generated from the program. You will not be charged.

### **How long will it take?**

Normal installation time is less than one (1) hour. A person 18 years of age or older must be present for the installation.

### **How will I know who is knocking at my door?**

All City personnel will be wearing uniforms and a photo identification tag. Please feel free to call our meter replacement program office at 586-447-3305 to confirm his/her employment PRIOR to letting them in your home. Your safety is our first consideration. Suspicious persons should be reported by dialing 9-1-1.

### **What is my responsibility?**

It is the property owner's responsibility to maintain the water pipes and turn-off valves in their home. Please test the turn-off valves before and after your water meter by closing and opening them. If not working, you will need to have them repaired and/or replaced. It is important for these turn-off valves to be working in case of a leak in your home and an emergency turn-off is needed.

