

Water Meter Replacement – Frequently Asked Questions

General questions, please contact Veregy at 1-866-260-3176

PROGRAM OVERVIEW

Why is Forest Park installing and upgrading water meters? Water meters across the Village are approaching or are beyond the manufacturer's recommended lifecycle of 20 years. As the current mechanical water meters age, they may slow down and their accuracy in registering water consumption decreases. The Village Council approved a plan to replace all water meters to achieve technological and customer service benefits.

How many meters will be installed? The Village will be replacing all water meters in the water system – nearly 3,400 – during this program.

What if my meter was replaced in the last couple of years? If your meter has been replaced after 2016 you will most likely not need to have your meter replaced, but your meter will need to be retrofitted with a new transmitter.

Where is my water meter? Most water meters are located inside the house or business.

Will someone have to come into my house or business? Yes, a contractor must enter your house or business and replace the meter. You will make an appointment for the meter replacement (see Scheduling section).

Am I required to participate? Yes, participation in this program is mandatory. All meters in the Village, both at homes and businesses, will be replaced over several months. Your cooperation in scheduling an appointment after you receive a notification letter is appreciated.

How are the new meters different from what we have now? The new meters have no moving parts, making them less susceptible to malfunctioning over time. They also have a small radio transmitter to communicate the water usage to the Village, which eliminates the need for a water meter reader.

Will anything be on the outside of my building? Yes. There will be a box (also called transmitter) on the outside of your home. It will be located in or around the same area that your current water meter remote is located. The installer will attempt to reuse the hardware that is currently on your home or business.

Will I ever receive a bill with an estimated reading again? The new system will virtually eliminate estimated readings.

TECHNOLOGY

How does the system work? The water usage data from each meter will be transmitted wirelessly by a radio signal to the Village.

How often will the new meter transmit my data? The meter will transmit a signal approximately 5 times a day. Each transmission lasts no longer than 15 seconds.

Is this new system safe? Yes, the power and duration of the radio signal is too low to pose a health risk. The products that make up the system are evaluated for safety and are below levels specified by the Federal Communications Commission.

Is my meter data secure? Yes, only meter consumption readings and meter identification numbers are transmitted. Personal customer information is not transmitted.

Does the meter interfere with other electronics? No, the technology operates as a very low-powered signal that is regulated by the FCC to eliminate interference. It will not interfere with the operation of other electronic services such as telephone, television, garage door openers, pacemakers, or baby monitors.

Does the AMI transmitter run on my home's electricity? No, AMI transmitters run on batteries with a 20- year lifespan.

SCHEDULING

How do I schedule an appointment? Postcards will be sent to every home and business with a number to call and schedule a time that is convenient.

When will the meters be replaced or upgraded? Meters will be replaced between June 2025 and December 2025.

Do I have to be at my home or business during the appointment? Yes, because meters are located inside buildings, a person 18 years of age or older must be present throughout the entire appointment.

How long will the replacement take? Meter replacements typically take about 30 minutes.

How should I prepare the area around my meter for the appointment? Please make sure that your water meter is easily accessible by removing any items that might be in the way. It is property owners' responsibility to provide access to the meter.

REPLACEMENT PROCESS

Who will be replacing my meter? The Village has contracted with PMI/Veregy. Installers will have a marked vehicle, a Village identification badge and a letter from the Village. They will not ask for any personal information or for you to pay any money. If you have concerns whether someone is acting in official capacity, please dial 9-1-1.

Will I have to sign anything? The installer will have a form to write down the new meter's serial number and final read of the old meter. You will be asked to sign it before the installer leaves.

Will my water be turned off? Your water will be turned off for about 15 minutes while the installer is present.