

Dear Owner or Occupant:

Thank you for your patience while the City of Sacramento, Department of Utilities (Utilities) installed a water meter at your property.

Next Steps

- While the water meter and meter box have been installed at your property, construction crews may need to return to finalize work around the meter box, such as replanting grass or pouring concrete. If your meter is in your backyard, we may need access to complete this work.
- Approximately four months after the meter installations in your neighborhood are complete, comparative monthly water billing will begin. You will receive a comparative bill for 12 months, before being automatically enrolled in metered billing. The comparative bill allows you to view your actual water usage, and compare the flat rate versus metered rate throughout the year. Once on metered billing, all customers will be charged for the water they use. Any time within the 12 months of comparative billing, you can opt to switch to metered billing by calling: **916-808-5454**.
- You can track your real-time water use online with the My Water tool at www.mywater.cityofsacramento.org.
- Income-eligible customers may qualify for a monthly credit on their City of Sacramento water, sewer and garbage bill. For more information on our Sacramento Utility Rate Assistance (SURA) program call **916-808-5454**.

The meter installation work ensures Sacramento is compliant with the state mandate (AB2572) that requires all water service connections to be metered by 2025. Utilities aims to have this fulfilled by 2021 in an effort to conserve our water supply.

Sincerely,



Marc Lee
Program Manager, Accelerated Water Meter Program
City of Sacramento, Department of Utilities

To learn more about the Accelerated Water Meter Program, please visit www.CityofSacramento.org/WaterMeter or call the Information Line: **916-808-5870**.



Español | 中文 | Tagalog | Tiếng Việt | Hmoob | Русский