



August 29, 2019

Project Reference ID No: Z91

Dear Owner or Occupant:

In the coming months, the City of Sacramento, Department of Utilities will be installing water meters within your HOA. Construction activities may also include improvements to water service laterals. This work addresses the State of California's mandate for water meters to be installed on all water services.

Meters will be installed in a rectangular meter box (approximately 28 in. x 18 in.), flush with the existing grade to serve each separately owned unit. The location of the water main – either adjacent to the front of the properties or along the back of properties – will determine where the meter is installed.

You will always have access to your home during construction. However, access to parking on your street may be temporarily restricted. Also, note the following:

- Temporary water shut offs may last for up to four hours
- Construction may require access to your yards
- Sidewalk closures and traffic delays may occur
- There will be increased dust and noise

Additional notifications will be distributed approximately one week before construction begins, and again approximately one day in advance. Typical construction work hours are weekdays from 7 a.m.– 6 p.m. and Saturdays from 8 a.m. – 5 p.m.

Learn More

Visit: www.MetersMatter.org Email: watermeter@cityofsacramento.org Call: 916-808-5870

We realize this construction project may be a temporary inconvenience and we will strive to minimize the impacts to you and your home. Thank you for your cooperation on this very important project.

Sincerely,

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



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Frequently Asked Questions (FAQs)

What is the *Meters Matter Accelerated Water Meter Program*?

In 2005, the City of Sacramento (City) began one of its most significant capital improvement projects. This huge undertaking includes: installation of a water meter on every service connection, as well as the replacement of some water service laterals, water mains and fire hydrants. This addresses the State's mandate for water meters to be installed on all water services.

When will construction occur?

Construction for the remaining water meter installations began in Spring 2017 and will continue through 2020. For more information, visit www.MetersMatter.org.

Where will the meter be installed?

The City and your Homeowners Association (HOA) worked together to evaluate the meter installation options for your development. The HOA decided to install separate water meters to serve each individual unit and the common area. If you have questions, please contact your HOA representative.

Typically, water meters will be placed in a rectangular meter box (approximately 28 in. x 18 in.) installed flush with the existing grade. The location of the water main – either adjacent to the front of the properties or along the back of properties – will determine where the meter is installed. The default location is within the Public Utility Easement.

What is expected during construction?

Pre-Construction

At least two weeks before construction begins at your development, your HOA will be notified. Additionally, the Contractor will distribute notifications to residents at least one week and one day before construction.

Construction

The contractor will work hard to minimize inconveniences, which could include increased dust and noise. In addition, the water will be temporarily turned off for up to four hours. You will always have access to your home during construction, but parking may be temporarily restricted to accommodate traffic and construction.

Typical construction work hours are weekdays from 7 a.m.– 6 p.m. and Saturdays from 8 a.m.– 5 p.m. When construction takes place, signs and other information will be labeled *Meters Matter* so that the project is easily recognizable.

Post-Construction

Following meter installations, residents may see crews restoring disturbed surfaces. City contractors may also be in the area working to construct the City's Automated Meter Infrastructure (AMI) system. AMI is a network of transponders and transmitters that send water meter readings through a wireless connection to the City's Utility Billing and Operations centers.

Approximately three months after the meter installation, customers will begin receiving comparative bills. The comparative bill shows the amount due (current flat rate) and shows what the metered rate would be based on actual usage. Comparative bills are sent for 12 months, then customers are automatically rolled over to metered rates. During comparative billing, residents are encouraged to identify and fix leaks.

Where can I find additional information?

Please visit www.MetersMatter.org for information on construction activities. If you have additional questions, call the *Meters Matter* information line at 916-808-5870 or email watermeter@cityofsacramento.org.



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