

QUESTIONS AND ANSWERS

1. **Can you explain the installation process?**

- a. Installation of the new meter and communication module should take no more than 30-45 minutes in most cases, with your water service being unavailable for about 15 minutes of that time.
- b. City of Woburn and our contractors and consultants are committed to minimizing impacts from this important project and will, therefore, prepare and work according to reliable, updated schedules and ensure that interruptions in water service are kept to no more than 15 minutes in most cases.
- c. To ensure that the installation is complete, workers will briefly test the new meter.
- d. The Contractor will cleanup the work area to restore to the area original condition.
- e. Before temporarily interrupting individual water services, crews will make every effort to ensure that doing so will not impose an undo hardship on the customer. This is why all customers are asked to schedule appointments for meter replacement. Appointment times are meant to be convenient for the customer.
- f. Before leaving the site, the property owner will be providing information on the status of the visit – installation complete, installation pending water was being used, unable to access water meter, other.

2. **Do I need to do anything to prepare for the installation?**

- a. To help keep everyone safe, dogs and any other domestic pets will need to be secured during installation.
- b. Always keep meter area unobstructed. Someone over the age of 18 must be a the property to allow the installers access to the existing meter. Generally the installer will locate your water meter, remove the old meter, install the new meter and run wire along a wall or foundation to a point outside the property. They will then attached the transmitting unit on the outside and clean up the area.
- c. City Municipal Code, Title 13 – Public Service requires the installation of meters on all services and requires that Owner maintains the plumbing and provide access.

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

- a. Since it will take up to 10 months to complete the project, a letter will be sent to customers between one and two weeks prior to installation in their area, and door hangers will be placed at the entrances to the property (front door, side door, garage door) no less than one and no more than two business days prior to installation.

4. **What about plumbing from the meter to the property?**

- a. In rare cases, USI Services, Inc may find that some plumbing repairs will be required to prior to the meter installation. The customer is responsible for the water service on their property. If defective plumbing or deteriorated pipes prevent meter replacement, the customer will be required to hire a licensed plumber to make the necessary repairs.

5. Who is doing the work?

- a. The project is being managed for the City by Weston & Sampson Engineers.
- b. Neptune will supply the meters and meter reading equipment.
- c. Thielsch Engineering Inc. is the primary contractor for meter installation and will be responsible for the day-to-day execution of the project. The installation of the meters will be complete by USI Services, a subcontractor to Thielsch.
- d. Contractors working on the project will carry proper identification and have successfully completed a background check. Their vehicles will also be appropriately marked with the company name.

6. How does the system work?

- a. The system works via wireless signals sent from a small radio unit inside the meter box that is connected to the water meter. The meter radio unit sends readings to regional collector units that then transmit the meter reading data to receivers in City Hall
- b. Regional collectors will be located on existing water tanks, radio and cell phone towers located throughout Woburn.
- c. Each radio unit will send a hourly usage report from the meter to City Hall once a day.

7. How much does this cost?

- a. The cost to the City for the project is \$3.6 million dollars.
- b. Meter change out is performed at NO Cost to the customer; the installation company will not request payment.

8. What happens with the current meters and equipment?

- a. The existing meters being replaced during the project will be recycled.
- b. As is currently the case, water meters, and radio units will remain the property of the CITY and the CITY will continue to perform the required maintenance on these units

9. Will wireless technology affect my health or privacy?

- a. The new meters will not negatively affect health or privacy. In fact, overall health will be improved and privacy enhanced by replacing vehicles and manual visits to your home with environmentally clean radio communication. The wireless portions of the system will be operated according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area. The transmitters use one-quarter of the power of a cellphone. The amount of exposure to radio waves decreases with the square of the distance from the source. Exposure to radio waves from smart meters is absolutely tiny compared to cellphones. In addition, transmission time for the units we are installing totals 15 seconds per day.

