



Program Overview & Frequently Asked Questions (FAQs)

The City of Madison Heights Department of Public Services has initiated a program to replace all of the City's residential and commercial water meters and meter interface units (MIUs). MIUs are small, white transmitter devices that work with the water meter to transmit daily readings to the billing office. By implementing programs such as this one and the Lead Water Service Line Replacement Program, the Department of Public Services continues to deliver on its promise to deliver dependable and professional services to the residents and business owners of Madison Heights.

Why is this program necessary?

The City's water meters have been in place for well over 20 years and have exceeded their lifespan as recommended by the American Water Works Association (AWWA). This program aims to maintain continual accuracy in water bills and enhance meter reading efficiency.

When and how will I be contacted?

You will receive a postcard to let you know when the contractor will be in your area installing the new water meters. The postcards will include instructions on how to schedule an appointment.

When will the program begin?

Replacement will be based on water billing districts, beginning with District 1 (area south of 11 Mile Rd.) in July and proceed into District 2 (area between 11 & 12 Mile Rd.) once the first district is complete. The Department of Public Services (DPS), is planning on beginning replacements in billing district 3 (area north of 12 Mile Rd.), next summer.

How will I identify the installer?

The City has selected **Ferguson Waterworks & Utility Metering Solutions (UMS)** to install the new water meters. Ferguson/UMS employees will carry ID badges and their vehicles will state "Authorized Contractor - City of Madison Heights Water Meter Replacement Program" and include the Ferguson/UMS and City logos.

Am I required to participate?

Yes. Participation in this program is mandatory. Water meters and reading devices are necessary for the fair and accurate billing of utility services. The new meters will allow customers to identify leaks easier than ever and have many other benefits as well. Your cooperation is greatly appreciated and will aid in the smooth completion of this important project.

Is there a cost for the new meter ?

No. Over the past several years, residents have paid a \$3/billing cycle "meter maintenance fee" which has partially funded the replacement program. This fee will be eliminated, starting July 1st, 2017.

Additional Questions



www.mynewmeter.com



(248)-837-2807