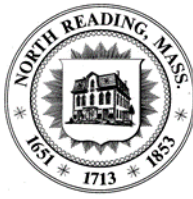


North Reading Meter Program Update 1/22/18



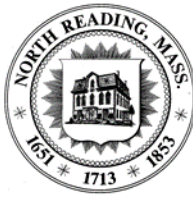
Water Meter Replacement Program Highlights

- Replace all water meters with more modern equipment
 - Meters are 27 years old
- Benefits include
 - Improved leak detection
 - Improve customer service
 - Increase meter reading and billing efficiency
 - Reduce estimated bills and billing errors



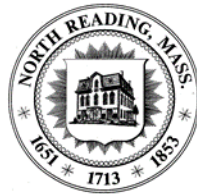
Project Contractors

- Weston & Sampson – Construction Administration Services
- Ti-Sales – supplier of Neptune meters and fixed network system
- Thieslch Engineering & USI Services – installation of water meters and modules



Project Cost

• Engineering	\$ 113,200
• Supply	\$1,103,210
• <u>Installation</u>	<u>\$ 513,322</u>
• Total	\$1,729,732



Project Timeline

Month	Task
January 2018	Kick off meeting with Thielsch Finalize collector locations Billing system modifications
February 2018	Fixed Network testing & installation
March – October 2018	Installation of water meters



Typical Equipment





Neptune Register



How to read your new Neptune E-Coder Register

Expose the solar panel to sunlight or shine a bright light (i.e. flashlight or cell phone flashlight) and the display will activate. When activated, the LCD display will first show a segment test:



This screen will be followed by the display of the E-Coder's manufacturing configuration, followed by (2) reading screens:

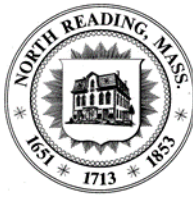
Reading shows the current read with comma separators and decimal place, after initial activation this screen displays for 20 seconds before toggling to Rate Screen.



Flow Rate becomes visible when the screen toggles, shown in gallons per minute for four seconds. It then toggles back to read screen.



	FLOW INDICATOR Shows the direction of flow through the meter: ON Water in use. OFF Water not in use. Flicking Water is running slowly. (-) Reverse flow. (+) Forward flow.
	LEAK INDICATOR Displays a possible leak: OFF No leak indicated. Flicking Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during the previous 24-hour period. On Continuously Indicates water use for all 96 15-minute intervals during the previous 24-hour period.
RATE	RATE OF FLOW Average flow rate is displayed every twelve (12) seconds on LCD display.
	LCD DISPLAY Nine-digit LCD displays the meter reading in billing units of measure: U.S. gallons, cubic feet, Imperial gallons, or cubic metres. 1 E-Coder Basic Reading/Customary 8-digit remote reading. 2 Customary sweep hand digits. 3 E-CoderPLUS Reading (8-digit remote reading).



Customer Notifications

- Water Bill insert in February
- Newspaper
- Website
- Direct mailing by Thieslch/USI

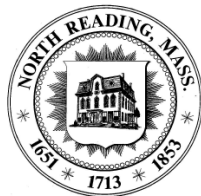


Direct Mailings

Dear North Reading Resident:

The Town of North Reading will soon be installing a new water meter and remote reading device in your home. This installation work is being done by a private contractor, **USI Services**. All installers will have uniforms, photo ID badges, and will be driving clearly marked vehicles.

Please call USI Services today at their toll-free number 1-888-709-9944 between 8:00 A.M. to 4:00 P.M. Monday through Friday to schedule an appointment; or log on to www.usiconnect.com to set up an appointment online. Appointments are scheduled Monday through Friday from 8:00 A.M. to 4:00 P.M. You will need your Work Order and Service Code Numbers from the address label on this postcard to set up your appointment online.



Please do not contact the Town to make this appointment. An adult (18 years or older) must be present at the time of the water meter replacement. The installation should take approximately 45 minutes to complete and the water will be shut off during this time. **There will be no charge to the customer for this installation of your residential water meter.**

Please make sure the area around your meter (5 foot radius) is accessible prior to your scheduled appointment. The water meter is likely located in the basement of your home towards the front of your home.

APPT. DATE: _____ TIME: _____

FIRST NOTICE FIRST NOTICE FIRST NOTICE FIRST NOTICE FIRST NOTICE

Appointments-Website or Telephone



http://www.usiconnect.com USIconnect - powered by Ortas.net

USIconnect
home faqs contact powered by Ortas.net

save time
save time setting appointments
online at usiconnect.com

Work Order Number
Service Code
Member Login login

USIconnect Managing Energy. Managing the Future.

INSTRUCTIONS:
ENTER: Work Order Number
ENTER: Service Code
PRESS: Login
VERIFY: Address
SELECT: Next - Calendar will appear. Select date for appointment or use arrows to advance calendar.
SELECT: Date and time of appointment
PRESS: Schedule
CONFIRM APPOINTMENT: PRESS Confirm Appointment

[Appointment Features]
>> FAST SERVICE
>> SIMPLE TO USE
>> EMAIL REMINDERS
>> CALENDAR INTERFACE
>> PRINT CONFIRMATIONS

Call for more information 888.709.9944 © 2004 USIServices.
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Procedure

- Receive notice via mail
- Call or go to website to schedule appointment
- Installs between 8:00 AM-4:00 PM Mon-Fri, limited evening and weekend appointments available
- USI Employee will arrive for installation appointment
 - All employees receive background check, badged, and in marked vehicles
- Typical installation will take under 45 min
- Handout for Meter Info and WaterSmart Customer Portal



WaterSmart



North Reading is pleased to introduce your Customer Portal

WHAT YOU'LL GET

The WaterSmart Portal will help you track your water use at macro and micro levels



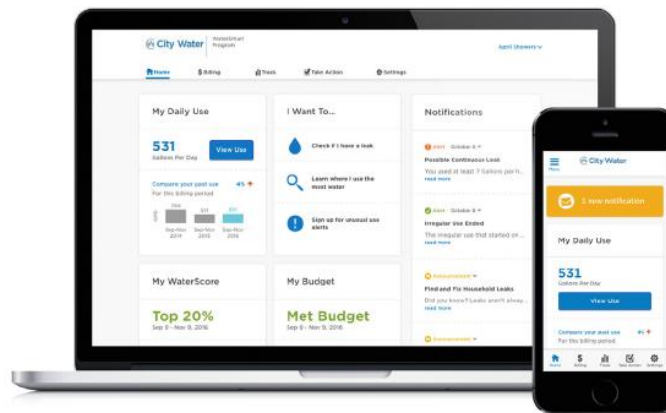
Log on. Register to access your data



Ways to save. Don't be surprised by your water bill.



Get notified. Sign up for automated alerts.



ACCESS AT: northreading.watersmart.com

