



March 3, 2017

Dear Water Customer,

Your water meter is scheduled to be replaced in the coming weeks as part of the City's comprehensive meter replacement project. The new meter will be installed in the existing meter box (typically located at the property frontage, near the street) by trained professionals. You do not need to be present for the installation. The process, which will occur during normal working hours, should take approximately 30 minutes, with the water turned off for 15 minutes. Once the work is completed, a notification will be placed on your front door confirming that the meter has been replaced.

The average age of a water meter in the City is over 40 years. While the City's excellent water quality has contributed to a longer useful life, meter manufacturers typically recommend replacing meters at much shorter intervals. New meters will be equipped to electronically transmit water usage to the City over a secure communication network. This technology, referred to as "Advanced Metering Infrastructure," (AMI) allows the City to improve water resource management and customer service. AMI can also be used to inform water customers and City staff in real time if there is a sharp, sustained increase in water usage at a home or business due to a water service line break or plumbing fixture leak.

As part of this project, the City is also in the process of developing a customer web portal, which is an online tool to allow interested customers access to their water usage data from their computers or smart phones. Features of the portal will include real time access to billing information, the ability to create a water budget and receive notifications if usage exceeds established thresholds. This tool will assist customers in managing their water expenses and monitoring their water usage. This portal is expected to be available by spring 2017 and will be publicized on the City's website and on your water bill.

More information regarding the project, including frequently asked questions, can be found at [www.hayward-ca.gov/AMI](http://www.hayward-ca.gov/AMI) or by calling Customer Service at 510-583-4600.

Sincerely,

City of Hayward  
Utilities & Environmental Services Department

