



## CITY OF WILMINGTON DEPARTMENT OF PUBLIC WORKS

**Itron**

The Department of Public Works is working with Itron and Grid One, companies that specialize in automatic water meter readers, to upgrade the water meters at no cost to you. Itron and Grid One Field Service Representatives (FSRs) will visit each property we service and will take no more than 30 minutes to complete the meter upgrade.

To make this process go as smoothly as possible, please clear the area around your water meter to give the FSR easy access. Allowing the City to make this upgrade will ensure you receive an accurate bill based on the amount of water used.

All City of Wilmington water customers are required to allow access for repair and maintenance of their water meters per section 45-145 of the City Code. "The customer shall make provisions in all service pipes so that the meter can be located, placed and kept from all obstructions so as to afford easy access thereto, that it can be easily installed, read and inspected."

***It's time to  
Upgrade  
Your Water  
Meter!***



***FREE of  
Charge!***

If possible, please allow the Itron Field Service Representative to access your meter and complete the upgrade during the visit to your neighborhood. If you're unavailable when we visit, we will leave a door hanger asking you to please contact the **Itron Customer Service hotline at 1-877-861-0042** to schedule a more convenient time for us to change your meter.

Itron FSRs will drive marked vehicles and will carry City of Wilmington-issued identification. Please ask for their identification prior to allowing them into your home.

If you have any questions or want to verify that Itron is in your neighborhood, please call the customer service center at **1-877-861-0042**.