

Meter Replacement FAQ

- 1. Why is my water meter being replaced?**

Water meters and their registers often lose accuracy as they age. Therefore, they must be replaced every 15 to 20 years.
- 2. Where is my water meter located?**

Most water meters are located in front of your house near the property line and the street, or in the back of your property near the property line and alley.
- 3. What exactly will be installed at my property?**

Your existing water meter will be replaced with a new water meter.
- 4. Does my meter have to be exchanged?**

Yes. The new meter is required for future billing.
- 5. How much will the meter cost me?**

There is no charge to individual customers for the meter replacement.
- 6. Do installers need to come inside my house?**

No, the water meter is located outside of the house.
- 7. What will the installers do?**

Installers will remove the old meter and install the new meter then clean up the area, if needed.
- 8. Do I have to be present for the installation?**

No.
- 9. Who will install the new meter?**

An employee for PMI will install the meters, they will have marked vehicles and identification badges.
- 10. When will the new water meter be installed?**

Monday through Friday 7:30 am to 5:30 pm. Installations will be completed in phases ranging from 2020 to 2024.
- 11. How long does it take to install the meter?**

A typical residential installation will take less than 30 minutes, depending on how easily it is to access your water meter.
- 12. Will my water service be interrupted during the installation?**

The installer will turn off the water on either side of your old water meter during the installation. A typical installation should take less than 30 minutes and the water will be turned back on when completed. In some cases, other repairs may be necessary, resulting in a longer

interruption of service. Once water service is restored, the installer will attempt to purge any air trapped in the service line. If some air is left in the line, you may notice a sputtering sound the first time you operate a fixture. This should only last a few seconds and will not cause any harm. The first few gallons of water may be discolored. You can remove any additional trapped air in your line by running cold water from the furthest faucet from the water meter.

13. How will this affect my service?

There will be interruption of service for several minutes during the water meter replacement.

14. Does this mean my water bill will be increasing?

Not necessarily. In some cases, your bill may increase, but only if your current water meter is under registering usage.

15. How is this meter replacement being funded?

Through current funds set aside in the Capital Improvement Plan.

16. What if we have a leak after the meter is installed?

The installers will make every effort to dispatch personnel as quickly as possible to determine the cause of the leak and to take appropriate action. If there are any concerns or emergencies regarding the meter replacement call the City of Lewisville at 972-219-3510.