

City of Newton Water Meter Replacement Project

The City of Newton is installing a new water meter and a new reading device/transmitter at every customer's home or business.

Why is the City undergoing this project?

The Massachusetts Department of Environmental Protection recommends replacing water meters every 10 years due to product lifespans, which is right in line with our replacement project. In addition, meter reading devices/transmitters are failing, resulting in estimated bills and the need for resident and businesses to read their own meters. While the transponders are not automatically sending readings, thankfully the water meters themselves are still working properly and accurately measuring water usage.

When are replacements taking place?

Installations will commence Spring 2023 and continue into Fall 2024. The installations are taking place in phases, with each phase representing a different area of the City. The goal is to replace up to 500 meters and transponders per week. Every customer will receive a letter on City letterhead with information on how to schedule an appointment for the installation when their area is being addressed.

Installations are mandatory, and **there is no charge to customers** for a standard installation.

How does the project benefit me?

The new meters and transponders will ensure that the City is receiving timely reads for the actual water used at your home or business. The new meter reading system also includes a customer portal, allowing everyone to monitor their water usage in real time. The City and our customers will be able to identify leaks easily and quickly in a customer's plumbing. This helps conserve water and prevents high water bills.

Who is performing the installations?

The City is working with an installation contractor, Baystate Winsupply. All Baystate Winsupply employees will have a photo ID badge and drive clearly marked vehicles.

How do I schedule an appointment?

Upon receipt of the letter, you may schedule an appointment with Baystate Winsupply through their website or toll-free phone number. (Please do not contact

the City to schedule your appointment.) The letter you receive contains a work order number unique to each customer, so please wait to receive a letter before scheduling an appointment. If no response is received from you after several attempted mailing efforts, Baystate technicians will request access by going door-to-door or via telephone call.

Should I do anything to prepare for the installation appointment?

Please ensure that:

- The area around the water meter (minimum 5-foot radius) is accessible to the installer,
- Someone over the age of 18 will be at the property during the scheduled appointment time to allow installers inside to access the meter, and
- Dogs and other pets are secured throughout the installation process.

What can I expect during the installation appointment?

Standard installations will take approximately 30 minutes to complete. Water service will be temporarily shut off to perform the installations. The installation technician will need access to your existing water meter (typically located in the basement) and your existing reading device/transmitter (typically located on the outside of homes/buildings). The technician will replace the meter and reading device/transmitter and run new wiring to connect them. After completing the replacement, the technician will test the new meter and reading device/transmitter. The technician will also be utilizing a tablet/electronic device to collect photographs and all data, such as meter serial numbers, old meter reading, water service size and material, etc.

How do I sign up for the customer portal?

During the installation appointment, the technician will ask if you would like to sign up and record your email address. More information will be posted as the customer portal is rolled out. Please check back to this website for future updates. The City will also publicize information on the customer portal with instructions on how to sign up.

Will I have to maintain the new water meter?

The meter must be kept from freezing. The meter and reading device/transmitter are the property of the City of Newton and should not be tampered with.

What will happen to my old meter?

All existing meters and reading devices/transmitters will be removed from your property as part of the installation process and recycled. The technician will take a photograph of all data and the serial numbers of the old meter and transponder.