



# FAQ:

## Water Meter Replacement Project

The City of Kennewick will be upgrading water meters as a step toward a more modernized water metering system, which will help our community to better manage our water resources more efficiently.

### Why is my water meter being replaced and what does it include?

Many of our current water meters have reached the end of their useful life and require replacement. The upgrades will include exchanging the current water meters for new meters with Advanced Metering Infrastructure (AMI) or replacing registers on newer meters that do not require a full replacement.

### When will this project start and expect to be completed?

Starting the first week in August, our contractor, Professional Meters Inc. (PMI), will be starting to replace meters and meter registers in sections of the city. This project will extend into 2023 as the contractor progresses through meter reading routes.

### How do I know when my water meter is being replaced?

An [interactive map](#) is available to see when it is estimated selected routes will be upgraded. Scheduling is subject to changes and some routes may not be reflected pending future scheduling. As the installation date approaches for particular routes, customers will receive additional notifications.

### What do I need to do after my water meter is replaced?

Changes in water pressure during the installation process can result in discolored water, air in the water lines, and small particles of sediment.

*Prior to using your water, we recommend that you flush your lines by turning on your cold water in your bathtub or use an outside faucet. Avoid flushing from faucets that have aerator attachments or hot water faucets that may draw sediment into your hot water tank.*



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## **Will I be notified when contractors are coming?**

The City of Kennewick will be placing door hanger notifications at each property approximately 3 days prior to scheduled installation.

## **Do I need to be home?**

Customers do not have to be present.

## **Will I have access to water during the replacement?**

Customers will have a short interruption of service for approximately thirty minutes when the meter is being replaced.

## **Is there any preparation that customers need to do?**

Customers need to ensure that the water meter is accessible and to make any necessary arrangements for pets. Bushes, vines, equipment, or other materials should not block the water meter.

## **What if my water meter is behind a locked gate?**

If the water meter is behind a locked gate or is otherwise inaccessible, please call PMI at **1-866-992-8473** (toll free) to schedule an appointment to replace the meter.

## **What are the benefits of the new water meters?**

As we progress with this citywide AMI project, we will be launching a new software program where customers will be able to access usage data from these new smart meters. This will provide valuable consumption information to the City and customers for water conservation efforts and leak detection by property location. Stay tuned for more information on this exciting new application!

## **Who do I contact if I have more questions or concerns?**

If you have any further questions or concerns about this project, please contact the City of Kennewick Public Works Department at (509) 585-4419