Water Meter Upgrade Replacement Project

Dear Valued Customer,

The West Vernon Parish Waterworks District will begin to implement a district-wide water meter upgrade to an AMR Radio Read Drive-by Meter System. This upgrade includes the replacement of every active water meter located within the district boundaries of the WVPWD. The meter upgrade project will improve the district's water metering system and will allow district staff and customers to better manage water resources. The meter project will help to provide timely water usage data, improved leak detection and enhanced customer service.

The replacement project will begin November 9th, 2026 and will continue into 2027. We do not have an estimated completion date currently. All work will occur in phases based on property locations. The water meter upgrade phase out plan is a significant project aimed at improving the accuracy and efficiency of water metering systems.

During this time, we ask for your patience, as this will be a process that could potentially take up to a year. Currently, your meter is read monthly and will continue to be read on that schedule following the completion of the phase out. This will begin to phase out as we switch your meter with the new radio read meter. The WVPWD is excited to bring customers advanced technology, which is designed to enhance your customer service experience, empower you to better manage your water consumption throughout the month, and proactively identify troublesome leaks when they occur.

What to expect during your water meter replacement:

• You will see water district marked vehicles and staff near and around your residence to complete the meter change out program.

• The staff will attempt to contact you to verify the change out and make sure that the timing of the installation will not interfere with anything that may be of a sensitive nature or medical necessity due to the water outage.

•You will experience a brief disruption in water service, for up to an hour, during the change out procedure.

•On the day of replacement, you do not need to be home if we can access your water meter. **This means that your water meter must be clear of heavy debris,**

cannot be located behind a locked gate or under a parked car or have aggressive pets that are a concern to our staff that roam freely.

•You should not experience any discolored water or pressure issues once the change out is completed.

•During the replacement process, our staff will raise the water meter boxes an estimated 2-3" above ground level and will also install a new meter box lid as well. The lid will have a wire that connects the lid to the meter **so please do not pull on this wire** if you get curious and inspect your new meter box. This is being done to help prevent the accumulation of standing water within the meter box, to provide easier access and help to prevent meter box damage. Please keep in mind that if your box is damaged you will incur the fees necessary for the repair/replacement of the meter box and all parts that are damaged.

• Bills will remain due on the 15th of every month and monthly meter reading will continue to be completed between the 20th – 25th of each month except for the months of November and December, due to the holidays.

Benefits of the meter change out program include:

More efficient water usage tracking, reduced inaccuracies in billing, proactively conserving of water, more accurate meter readings due to improved meter function accuracy and reduced meter malfunction. The meters for the WVPWD are 24 years old and have far exceeded the typical life span of a water meter. Moving forward, you will continue to receive your billing cards monthly.

Please ensure that access to the meter location is clear to facilitate a smooth and efficient installation process. If you need to reschedule or have any inquiries, please do not hesitate to contact us at (337) 238-2656 between the hours of 8 a.m. to 4 p.m., Monday through Friday. You can also email us at: wvwater@gmail.com

This will be a lengthy process while the staff works to upgrade the meters. We appreciate your cooperation and patience as we work to enhance our water system and ask for your understanding during this transition. Thank you for your cooperation.

Sincerely,
Board and Staff

West Vernon Parish Waterworks District

Q&A

Q: Why is my water meter being replaced?

A: Water meters are crucial for accurately measuring water usage and billing customers accordingly. However, like all equipment, water meters can lose their accuracy over time. The WVPWD meters are now 24 years old as of 2026. Meter upgrades are part of the WVPWD's efforts to modernize our infrastructure and enhance service delivery. Replacing water meters offers benefits such as improved accuracy and better efficiency.

Q: Does my meter have to be replaced?

A: Water meters are the property of the West Vernon Parish Waterworks District (WVPWD). The new meter is required to enhance and control costs associated with billing and meter reading activities.

Q: Will I pay more for water because of the change?

A: The water billing rates and fees will remain the same for the year 2026 with no increase in rates for the current year. Any future water rate increases/decreases will be the result of budget concerns and are evaluated yearly.

Q: Will my water bill increase?

A: As meters age, they tend to run slower and may not measure the water going through them. Depending on the age and accuracy of your existing meter or undetected leaks, you may experience a higher bill due to the accuracy of your new meter. The new meters will provide a far more accurate reading of your water usage, so you may notice a change in the more accurate water consumption of how your water use is reflected on your billing statement.

Q: Will my water service be interrupted during installation?

A: Yes, there will be a brief service interruption while the meter is replaced, but typically less than one hour. A WVPWD staff member will make an attempt to notify each resident prior to the installation of the new meter.

Q: Do I need to be home for the meter replacement work?

A: No, you do not need to be home.

Q: Who will install the new meters?

A: WVPWD field staff employees. Staff will be driving the company vehicles they read the meters in monthly and will identify themselves when they attempt to make contact with the customers prior to the meter change out.

Q: Will the appearance, frequency or due date of my utility bill change?

A: No, all aspects of your utility bill will remain the same and continue to be generated monthly. The bills are still due by the 15th of each month. Once all customers have had their meters replaced, the radio read meters may require new software and new billing statements/cards. Should this occur, we will notify the customers.

Q: How will I know when my meter will be replaced?

A: Regular postings will be made to the district's home website that will list the roads and areas that the staff will be working in or around on a regular basis. You can visit the district's home page to follow along as we progress to monitor your area for the estimated dates the staff will be working in your area. Our website is: https://wvwater.myruralwater.com/