

Water Meter Replacement Project



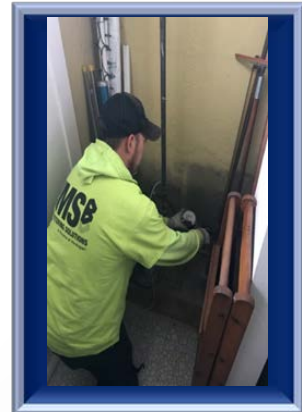
The City of Lima is committed to effective management of our critical water resources. As part of the automated meter reading system, the City is replacing its aging water meters. Doing the best job we can for our customers today and in the future is our primary objective! Applying industry related best management practices & technologies is allowing key benefits to be realized:

- ✓ Enhancing customer service through water meter usage and alarms data
- ✓ Increasing water metering effectiveness & meter reading efficiency
- ✓ Leveraging water use data to inform operating/engineering/financial decisions
- ✓ In the future, we expect to empower our customers with online access to consumption data to help understand & manage water use;

This multi-month project is designed to minimize the inconvenience of changing out water meters, while improving the management of this precious resource.

Who We Are & Our Partners

The City of Lima Utilities Department provides Water, Water Treatment & Supply, Waste Water Treatment, Field Services, and Customer Services for residents and businesses. The City is partnering with Utility Metering Solutions (UMS), our program management and installation contractor, to successfully implement this water meter replacement project. Beginning in August 2018 and continuing over the next 12 months, our aging water meters will be replaced with updated technology. The people at UMS are nationally recognized, experienced professionals who are helping streamline the project, while supporting one of our primary values - customer service.



The Plan

UMS will be notifying customers with inside meters by letter and door hanger when crews will be in their neighborhood. Information on how to schedule an appointment & what to expect during the meter replacement process will be provided. For outside, accessible water meters, an appointment is not necessary, but you will be notified by door hanger once the work has been completed.

For more information, visit: <http://www.cityhall.lima.oh.us/index.aspx?NID=663> or call (419) 221-5175.