

Frequently Asked Questions (For Website, Utility Billing Window, Billing Clerks)

1. Why is my water meter being replaced?

Over time, water and natural gas meters become less accurate and can provide inaccurate readings. By replacing meters, our city will be able to bill more accurately and efficiently for water usage. In addition, the new system will include an automatic meter reading technology that will save labor time, prevent any recording errors, minimize wear and tear on vehicles, minimize the need for the city to go on the private property of residents, and potentially allow leaks to be identified earlier by analysis of data collected.

2. Does this mean my bill will be increasing?

Not necessarily. In cases where rates remain consistent, the new meters will simply record consumption more accurately. In some cases, your bill may increase, but only if the current meter is underreporting usage. Presently some residents are paying for the water and natural gas they are actually using, while other residents are only paying for a fraction of their usage. This condition is not fair to all residents. Discussions have already been held within the Utility Department and the City does not intend to make bills retroactive where under-billing has been noted. The new system will ensure fairness and equality for all the residents and businesses from this point forward.

3. When will this work be performed?

The work will be started the week of February 20th of this year. The entire project will take approximately 3 months. In most cases the transition will be completely transparent and will not affect the residents. The majority of work will be performed during normal working hours of 8:00 AM – 5:00 PM, however, for some natural gas customers, it may be necessary to do evening hours due to re-lights.

4. How will this affect my service?

A contractor will come to your residence and replace your meter. The meter will be checked to verify that no water or natural gas is presently in use. If no water or gas is being used the meter will be replaced. There will be interruption of service for approximately 30 minutes during the change, but after that it will be the same great service (and even better) that you've come to expect.

5. How long will it take?

In most cases, it's a simple procedure that will require about 30 min.

6. How do I know who is authorized to do the work?

We have contracted with Harshaw Trane & Utility Metering Solutions to conduct this service. They will be driving UTILITY METERING SOLUTIONS trucks, wearing bright yellow/green shirts identified by "UTILITY METERING SOLUTIONS Meter Replacement Team" and carrying appropriate identification.



7. Do they need to come inside my house?

Typically no. All meters are located outside. However, if there are pilots that need to be re-lit then access to the home will be necessary. The re-lights will be conducted by Smallman's Heating & Air Conditioning of Fulton.

8. I'm on vacation or not available that day. Whom do I call?

In most cases it will not be necessary for anyone to be home. The majority of the work will take place near the street in the meter box. If you have any questions or concerns, contact the utility billing department at (270) 472-1320.

9. Why was I not able to turn on my water after the meter was installed?

In rare instances, the main cut-off valve to your home may be left off. This will occur when the Utility Metering Solutions installation team is not able to pressurize your home following the installation. The normal cause of this condition is when an inside spigot is opened during the installation and subsequently left open. The water is not turned back on to ensure a sink or bath tub does not overflow with the resident not home to turn the water off. In these cases, your water will be left off and a door hanger will be left on your door providing you a point of contact to call to have your water turned back on immediately.

10. Is there any Special Care or maintenance that I need to do to my new meter?

No, your new meter does not require any maintenance by the homeowner. As before, the City will take care of all maintenance. However, please know that this new meter has transmitting technology on it that allows your meter to be read remotely.



11. If I own a business will my gas/water be turned back on immediately?

The contractor will contact you and schedule a time that will be convenient with your operation that will be least impactful upon your operation.

12. I still have questions, where can I get additional information?

The City is working with Utility Metering Solutions to answer everyone's questions as thoroughly as possible. We have taken the following steps to answer your questions:

- a) Frequently asked Questions and Answers will be posted on the website for the City and can be found at: www.fulton-ky.com
- b) Residents may contact the Water Billing Office at (270) 472-1320.