

Beginning January 2018 the City of Haverhill, along with Mass Installation Inc. will begin a city-wide water meter replacement project of all water meters 1½ inch and larger. If you receive notification, replacement of your meter is mandatory. There is no additional cost to the customer for this update. Mass Installation will contact all property owners that are required to have their water meters replaced.

Please contact the Haverhill Meter Department at (978) 373-8487 ext. 220 or 226 for any questions about the project or the new water meters. All specific billing questions should be directed to the Water Billing Office at (978) 374-2370. Letters were mailed out in January 2018. View the [sample customer letter \(pdf\)](#) here.

Frequently Asked Questions from Customers

1. Can you explain the installation process?

- The project includes replacing water meters with new, technology advanced meters and registers that can communicate usage data via wireless technology.
- During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed and the new meter is installed.
- The City of Haverhill and our contractors and consultants are committed to minimizing impacts from this important project and will, therefore, prepare and work according to reliable, updated schedules and ensure that interruptions are minimal.

2. Do I need to do anything to prepare for the installation?

- To help keep everyone safe, dogs and other domestic pets will need to be kept out of yards during installation.
- Property owners should attempt to locate their water meter in advance and ensure the meter is accessible at the time of the appointment.

3. How will I be informed when the installation is taking place at my home or business?

- Post cards will be sent to customers regarding the installation of the new water meters and meter transmitters. Customers need to respond to the number on the post card to schedule an appointment.

4. Who is doing the work?

- The contractor is Mass Installation, Inc. Mass installation installers will carry proper identification and have clearly marked vehicles.
- The project is being managed by Woodard and Curran, which will ultimately be responsible for the day to day execution of the project, overseeing installation, and ensuring the highest level of customer satisfaction.

5. How does this benefit the customers?

- Accurate and equitable billing
- Quicker leak detection for customers
- Reduced meter reading cost
- More efficient customer service

6. What happens with the current meters and equipment?

- The existing meters being replaced will be removed and eventually recycled.
- As is currently the case, new water meters and radio units will remain the property of the City of Haverhill and the City will continue to perform the required maintenance on these units



Haverhill

Robert E. Ward, Deputy DPW Director

Water/Wastewater Division

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John Smith
123 Sample Street
Haverhill, MA 01830

Subject: 123 Main Street Haverhill, MA, Account #: S000000

Dear Mr. Smith:

This letter is to notify you that starting in January 2018 the City of Haverhill will begin a citywide water meter replacement project requiring water meters 1½-inch and larger to be replaced. The new meters will ensure accurate and equitable water and sewer billing for our customers.

The City has contracted with Mass Installation, Inc. to carry out installation of the new meters including scheduling appointments with customers. Mass Installation is an industry expert committed to delivering courteous and professional service. Mass Installation installers will carry identification and will be driving marked vehicles.

Mass Installation will be contacting you to make an appointment for an initial survey to assess the existing meter configuration and confirm the meter size. Property owners should attempt to locate their water meter in advance and ensure the meter is accessible at the time of the appointment. Following this survey Mass Installation will be mailing notices to you with information about how you can schedule an appointment for them to perform the meter replacement.

During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed and the new meter is installed. Upon request Mass Installation can provide an estimated duration for the service interruption and completion of the work. After the installation is complete, water service will be quickly and carefully restored.

Please note that the meter replacement is mandatory. This project is funded through water user rates so you will not receive an additional charge for this work.

For more information about this water meter replacement project contact the Meter Division at (978) 373-8487 or visit the City of Haverhill website at www.ci.haverhill.ma.us.

Sincerely,

Robert E. Ward

Robert E. Ward
Deputy DPW Director