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Water meter re-inspection reveals few property owners face costly water meter repairs *Utility completes inspection of approximately 1,000 properties*

EVANSVILLE, Ind. – The Evansville Water and Sewer Utility’s (Utility’s) independent re-inspection of approximately 1,000 water meters – identified in November 2014 as needing repairs before being upgraded to comply with Smart City 2.0 – has revealed few property owners face major repairs.

Of the approximately 1,000 water meters in question:

- 33% will be retrofitted for a new transmitter, requiring no investment or action from property owners. This expense will be covered by the Utility and Johnson Controls, the contractor overseeing Smart City 2.0 – Evansville’s initiative to move the city forward with accurate, modernized and wireless meter reading infrastructure.
- 40% are a water meter model that cannot be retrofitted and will be replaced. The Utility will cover 100 percent of the cost, including any repairs at the meter pit resulting from the installation that might occur.
- 24% are located on lots that are vacant or identified by the United States Post Office as an undeliverable address. The Utility will research the undeliverable addresses to determine the status of these meters, but it will not upgrade or retrofit meters at vacant lots.
- 3% had minor issues. Many of those have been fixed by customers or are on properties where inspectors could not gain access to inspect the meter. The Utility will work with customers to gain access to these meters soon.

Follow-up letters to individual property owners confirming the actions to be taken by the Utility will be mailed in the near future. Letters will not be mailed to property owners of vacant lots.

“After re-inspecting the properties and discussing options with Johnson Controls, we have a solution that impacts few property owners,” said Allen Mounts, director of Evansville Water and Sewer Utility. “And, for those who need to make repairs and need financial assistance, we are aggressively seeking alternatives to reduce or eliminate customer costs.”

The Utility found only 13 addresses have a water leak that requires costly repairs. These customers were able to complete the necessary repairs so their meters could be upgraded and they can avoid paying for water not being used.

“As it was announced in November, the City is working to secure a source of funding for those unable to pay for repairs,” Mounts added. “Once a partner is identified and eligibility requirements are established, we will inform customers who need emergency water line repairs whom to contact to request financial assistance. We are in active discussions with a potential donor and a local non-profit agency who we believe will be able to assist customers.”

The retrofitting process should be complete in approximately four weeks, while the meter replacement will take longer depending on weather factors and the availability of Utility personnel. In limited situations, the Utility may need a customer’s assistance in gaining access to the customer water meter pit.

“We’re pleased we found a solution that impacts few property owners,” Mounts said. “We’re grateful to customers for their ongoing support, cooperation and patience during this important city project.”

To date, more than 38,000 of the city’s 67,000 water meters have been inspected to identify whether they may comply with requirements for Smart City 2.0. The remaining meters will be inspected later this year.

More information about the water meter upgrade process can be found at www.ewsu.com/meter-upgrade.

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