



URGENT NOTICE TO REPLACE YOUR HOMES WATER METER

City of Wilmington
Department of Public Works, 6th floor.
800 N French St, Wilmington DE 19801

**PLEASE TAKE IMMEDIATE ACTION
TO UPGRADE YOUR WATER SERVICE**

Service Address

Please call to provide access to our contractor to exchange your aged water meter.

Q: What do I need to do?

A: Please do the following at once:

Contact Tribus Services at - **1.833.392.1626** - to schedule an appointment to have your water meter replaced with new Itron Inc. technology. This service takes less than an hour and is free of charge.

Q: What do I need to know for my appointment?

A: Because the City's authorized contractors Itron Inc or Tribus Services must enter your property to replace the meter, *an adult (over the age of 18) must be present*. For safety reasons please make sure all pets, including dogs, are in a secure location away from our representatives and the work area upon arrival and for the duration of the appointment. Your water supply will be off for about 15 minutes during this time. To assist us with a speedy replacement please clear the area around the meter so the technicians have adequate room to work.

The City of Wilmington contractor will be wearing a company logo and will have an identification card prominently displayed.

Q: What happens if I do not make an appointment in a timely manner?

A: If the older water meter is not replaced the city may not be able to read it in the future. This could cause estimated bills and possible termination of water services consistent with the *Wilmington City Code shown below.

**Service may be discontinued upon 96 hours written notice to the owner or his authorized agent, and to the occupant(s), for any of the following reasons [...] (5) For refusal of reasonable access to the property for purpose of inspecting, reading or removal of meter and for failure to make provisions to afford the department access to the meter at least once every three months during the departments regular working hours. Monday through Friday. (City Code, Section 45-45-86(a))*