



# URGENT – FINAL NOTICE TO REPLACE WATER METER

City of Wilmington  
Department of Public Works, 6<sup>th</sup> floor  
800 N. French Street, Wilmington, DE 19801

For service address:

## YOU MUST TAKE IMMEDIATE ACTION TO AVOID TERMINATION OF SERVICE

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**This action will be taken for the following reason: failure to provide access to exchange aged water meter.**

**Q:** What do I need to do?

**A:** To prevent shut off, you must do the following at once:

Please call us at <<**1.833.392.1626**>> to schedule an appointment to have your meter replaced. Meter replacement typically takes less than one hour and is free of charge.

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

**A:** Because the City's authorized contractor Tribus Services must enter your property to replace the meter, **an adult (over the age of 18) must be present.** For safety reasons, please take special care to ensure that all pets, including dogs, are in a secure location away from our representative and the work area upon arrival and for the duration of the appointment. A normal installation takes less than one hour, including a 15-minute period during which the water supply must be turned off in order to remove the old meter. **To assist with a speedy replacement, please clear the area around the meter so that our representative has adequate room to work.**

The City's authorized contractor will wear a uniform and will have an Identification Card prominently placed.

**Q:** What will happen if I ignore this notice?

**A:** If the meter is not exchanged, consistent with the Wilmington City Code<sup>1</sup>, **water service at the above service address will be terminated.** Service will not be restored until the meter can be changed.

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<sup>1</sup>"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 department's regular working hours, Monday through Friday. (City Code, Section 45-45-86(a))