City of Wilmington

MICHAEL S. PURZYCKI
Mayor

URGENT NOTICE
UNABLE TO REPLACE THE WATER METER IN YOUR HOME
(Plumbing Issue)

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

IMMEDIATE ACTON REQUIRED
TO REPAIR / UPGRADE YOUR WATER SERVICE

Service Address

The City of Wilmington is requiring you to contact a certified plumber to upgrade the plumbing to your water meter so the City can safely replace your obsolete water meter.

Q: What do I need to do?

A: Contact a plumber to make repairs to your service within 30 days. Next, you need to contact Tribus Services at ***(833) 392.1626*** to schedule an appointment to have your water meter replaced with a new, technologically advanced meter. This service takes less than an hour and is free of charge.

Q: What do I need to know about my meter exchange 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*. The City of Wilmington contractor will be wearing a company logo and will have an identification card prominently displayed.

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. 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.

Q: What happens if I do not make the repairs to my service in a timely manner?

A: If the older water meter setting is not upgraded so the new water meter can be installed, the City may not be able to read the water meter in the future. This could cause the City to use our estimated billing process. It could also lead to the 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)*

Example