HANOVER DPW - WATER DIVISION
METER REPLACEMENT PROGRAM

Beginning in the Fall of 2014, selected customers will receive notice in the form of a door hanger regarding the Town's upcoming meter change out program. Customers receiving this notice will be asked to contact the Department of Public Works, to schedule an appointment for their water meter replacement. This program is designed to upgrade or replace approximately 500 meters per year to an automatic meter reading (AMR) system. Our goal is to upgrade or replace all meters in the system within ten years.

The majority of Hanover's meters are touch pads which require the meter reader to physically gain access to the touch pad on the side of your house. The new radio-read meters will simply be read via radio receivers in moving vehicles thereby speeding up the reading process and allowing the meter reader to focus their efforts on other water department tasks. Some of the benefits of the new AMR technology include:

- Improved efficiency of meter reading and water billing
- Save staff time and fuel
- Prevent reading and recording errors
- Minimize the need for personnel to go on the property
- Ability to detect if a leak is occurring in your plumbing system

FAQs

Q: Are the new meters the same as the ones being replaced?

A: No, the meters will be replaced with automated ones that transmit the meter readings to a mobile radio receiver. These automated meters eliminate the need to obtain readings directly from the meter and, therefore, improve the efficiency and lower the cost of the meter reading program.

Q: Why do we need to replace the meters?

A: As with any measuring device, meters can become less accurate as they age. Water meters have a useful life of approximately 15 years after which the accuracy will diminish. A large percentage of Hanover's meters are approaching or have exceeded this 15 year limit.

Q: Who will install the meters?

A: Hanover DPW Water Division employees will replace the water meters beginning in October 2014. All Water Division vehicles are gray and have the town seal attached to the driver and passenger side doors.

Q: Will my water service be interrupted during the installation?

A: Yes, there will be a temporary service interruption, typically about 15 to 30 minutes while the meter is being replaced. Customers will be notified in person prior to the installation of the new meter.

Q: Do I need to be home for the meter replacement work?

A: Yes, you will need to be home. Work will be performed Monday-Friday between 8:00 a.m. and 2:00 p.m. If this does not work, we can arrange to have your meter replaced on Saturday or Sunday between 9:00 a.m. and 3:00 p.m.

Q: How much will the meter cost me?

A: There is no charge for the new meter.

Q: Will my water bill increase?

A: Not necessarily; however, as meters age, they tend to run slower and lose accuracy over time. Depending on the age and accuracy of your existing meter, your bill could change based on the consumption associated with the new meter. The new meters will simply record consumption more accurately.

Q: How can I be sure that the mobile radio receiver is my meter and not my neighbors?

A: Each meter is identified by a unique serial number which will only transmit your reading to the mobile receiver.

Q: Will everyone be receiving a new meter?

A: The meter change out program is geared toward residential customers. Eventually all meters will be replaced, however, at this time we are focusing our efforts on meters 15 years and older.

Q: What kind of data will be sent out from my new meter?

A: The new meters will send primarily flow data to the mobile receiver, as well as any alarms, such as leak detection, tamper, and reverse flow.

Q: What if there is a leak at the meter or any problems after the meter is replaced?

A: Please call The Hanover Department of Public Works Monday through Friday between 8:00 a.m. and 2:00 p.m. at 781-826-3189. After hours, holidays, and weekends, please contact the Hanover Communications Center at 781 826-3231 and a crew will be dispatched.