



Our
Water,
Our
Future



Dear City of Santa Cruz Water Department Customer,

This letter is to let you know that we're going to be replacing your water meter soon. Why? Because many of Santa Cruz's meters have outlived their useful life and are the #1 cause for complaints from our customers. We're going to replace old meters with new meters that will alert customers if they have a leak and allow customers to track their water use goals and control costs. Yes, Santa Cruz, we heard you.

Starting in January 2022, we'll be replacing most meters in the Santa Cruz Water Department service area. The whole project will take roughly 12 months to complete, and we'll be replacing meters in your area about 4 to 6 weeks from the mailing date of this letter. These new meters will give customers the power to check their water use 24/7, track it against an allotment when we're in drought, and be alerted to wasteful leaks or spikes in consumption. In addition, the new meters don't require on-site reads, which means less utility vehicles on the road and reduced carbon emissions.

We've hired professional installers from Utility Partners of America (UPA) to replace your current meter on behalf of the City of Santa Cruz. You don't need to be home for them to change the meter since it's located outside. UPA will replace your meter on their planned roll-out schedule, so no appointments are necessary. UPA installers will carry clear identification with them at all times.

Prepare for Installation:

1. Make sure the property-side service line from the meter into your property is in good condition so that it can withstand the meter replacement work; you must fix any defective condition or leak *before* the meter replacement work can happen
2. Prune back any plant material that has grown over your current meter box
3. Register for the WaterSmart Customer Web Portal at:
<https://santacruz.watersmart.com>

During Installation:

1. Your water service will likely be interrupted for 15 to 30 minutes
2. The existing meter will be exchanged with a new meter
3. UPA will leave a door hanger on your door to let you know:
 - that they were there
 - if they changed the meter
 - if they didn't change the meter, the reason why and how to timely correct the problem
 - who to contact if you have any questions

We designed this meter replacement project to minimize inconveniences while responding to customer requests for easier-to-read meters, the ability to track water use and manage costs, and for more immediate ways to identify leaks so water isn't wasted. Your water use data will appear in the WaterSmart portal within 2 weeks of the new meter installation.

You'll be notified by mail again, around two weeks prior to your actual installation date. Please keep an eye out for a postcard reminder! Should you have any questions about the installation process, please contact SCMU Customer Service at (831) 420-5220. **For general information about the project and the capabilities of the new meters, please visit www.cityofsantacruz.com/MRP**

Sincerely,
City of Santa Cruz Water Department