



Henry County Water Authority
Engineering Division

RE: Water System Improvements

Dear Valued Customer:

As part of the Henry County Water Authority's ongoing commitment to maintain the delivery of high quality water service to our customers, we will have contractors replacing water meters in your area. This will begin within the next thirty (30) days. Once installed, these new meters will enhance customer service by allowing for quicker troubleshooting, obtaining water usage trends, generating more accurate billing, and reducing meter reading costs.

The Authority has contracted with an Annual Contractor to install the new meters. The Annual Contractor employees have completed comprehensive training, will be closely supervised by Authority staff, and are required to carry proper identification.

Most water meters are located within the utility right-of-way. It is unlikely that the Annual Contractor employees will need to access private property to replace water meters. They are being instructed to attempt personal contact with customers by first knocking on doors, but if contact cannot be made, a door hanger will be left notifying you that your new meter has been successfully installed.

Backflow preventers are also being installed at residential locations during this process. These are required to protect the public water system from possible contamination by creating a closed system. Some older homes may not be equipped with a thermal expansion device or a temperature and pressure valve (T & P Valve), which are both required by building code. The Authority strongly recommends customers make sure their private plumbing systems are up to building code. If you have any doubts regarding the condition of your current plumbing system, we recommend you contact a certified plumber. Additional information, along with pictures of these devices, can be found by visiting our website at www.hcwa.com. Click on the link for the Backflow Prevention Program.

During the replacement process, The Annual Contractor will interrupt each customer's water service for ten (10) to fifteen (15) minutes while the existing water meter is removed and a new meter/backflow preventer is installed. After installation is complete, water service will quickly and carefully be restored. If an outside faucet is accessible, the water line at the house will be flushed to remove any air that may have collected during installation. If you notice air remaining in the lines, we ask that you simply run your cold water taps for about five (5) minutes, removing all residual air.

You will notice a slight change on your first bill following the installation of your new meter. Water bills will begin reflecting exact usage instead of rounding down to the nearest 1,000 gallon increment, allowing you to know the exact number of gallons used each month. For example; if you normally use 5,996 gallons per month, your bill (with readings from the old meter) would reflect a usage of 5,000 gallons (*rounded down to nearest 1,000 gallons with the remainder being carried over to the next month*). The new bill (with readings from the new meter) will show the full amount used as 5,996 gallons with no monthly carry over. While the Authority has **not** changed rates, please expect to see your billing amount change. As always, please feel free to call our **Customer Service Department** at 770-957-6659 with any concerns about your specific billing.

Thank you in advance for your cooperation and patience. Should you have any questions regarding this project, please call the **Engineering Division** at 770-914-3688.

HENRY COUNTY WATER AUTHORITY