MONTH, DAY, 2021

NAME
ADDRESS
CITY, STATE, ZIP

**RE: The Water 2.0 Project – Coming Soon to Your Location**

Dear Naperville Water Utility Customer:

The City of Naperville is looking forward to launching the Water 2.0 project, an initiative designed to bring you a modernized and automated water meter reading process for improved accuracy and water system operation.

This project involves installing a meter interface unit on your existing water meter reading device or touchpad that will wirelessly transmit your water usage data to the Water Utility, allowing your meter to be read remotely for monthly billing purposes. **This installation work will not require anyone to enter your home or business. No water service interruptions are expected.**

Please review the below information for more details on what will happen during and after installation.

 **What will happen during installation**

City contractor VEPO is scheduled to begin installation of meter interface units in your area the week of (MONTH, DAY).Work is scheduled to take place between the hours of 8 a.m. and 4:30 p.m. The installation process is quick and should take only 10 to 15 minutes. VEPO installation crews will remain outside, wear the proper personal protective equipment, and follow all COVID-19 precautions in place at the time of their visit. VEPO installers will have a photo ID, wear a uniform with VEPO Metering prominently displayed, and their vehicle will have a clearly marked car magnet identifying them as a contractor for the City of Naperville. **To prepare for installation, please make sure areas around your water meter reading device or touchpad are clear of items, gates are unlocked to provide crews with access, and any animals safely secured.** For questions about installation, please contact the Naperville Water Service Center at (630) 420-6137.

**What will happen after installation and options available to you**

After your meter interface unit is installed, crews will leave a door hanger letting you know the work has been completed. With this technology in place, a meter reader no longer will need to come to your home or business each month to collect water usage data. This will reduce estimated reads and provide you with a more accurate monthly bill that precisely reflects your water usage.

Water Utility customers always have choices, and customers can decide to continue receiving manual water meter readings at an additional cost. Opting out of the Water 2.0 project will require a monthly fee of $31.44 for a technician to manually read the water meter, as well as a one-time charge of $31.29. These charges are outlined in the Customer Bill of Rights, which also explains utility customers’ rights to information, privacy, options, and data security. To read the Customer Bill of Rights, visit [www.naperville.il.us/nextgenwater](http://www.naperville.il.us/nextgenwater). To opt-out and continue receiving manual meter reads, please visit [www.naperville.il.us/nextgenwater](http://www.naperville.il.us/nextgenwater) for instructions on how to do so.

 **(Please turn page over for more important information)**

Switching to wireless remote meter readings will bring the Naperville Water Utility in line with standard practice among utilities nationwide and eventually will allow customers to access usage data through the Empower utility dashboard. It also will pave the way for an improved utility billing process in the coming years and will help users more quickly detect any leaks that might occur.

Before beginning Citywide installation, the Naperville Water Utility conducted a pilot program to ensure data transmission, remote meter reading, and billing processes are all operating smoothly. We are confident this project will bring improved service levels to customers as well as benefits in data collection, accuracy, billing integration, and sustainability.

For any questions, please contact the Naperville Water Service Center at (630) 420-6137 or visit [www.naperville.il.us/nextgenwater](http://www.naperville.il.us/nextgenwater).

Sincerely,

**Darrell Blenniss**
Director, Naperville Water Utilities
City of Naperville, Illinois