



## WATER METER REPLACEMENT PROGRAM



Dear Shorewood Resident/Property Owner,

### **THE 2021 WATER METER REPLACEMENT PROGRAM IS NOW UNDER WAY!**

The Village has contracted with Midwest Meter and Vanguard Utility Service, Inc. to replace the water meters in all Village residences in 2021. Replacement of the meters is **MANDATORY** for continued water service; access to the inside of your home is **REQUIRED**.

**Please call Shorewood's Representative from Vanguard Utility at (414) 296-1028 within 72 hours to schedule your appointment.**

**You may also schedule an appointment online at [www.vusinc.com](http://www.vusinc.com).**

The Village of Shorewood's 2021 Water Meter Replacement Program will include the use of Advanced Metering Infrastructure (AMI). This will eliminate the need for manual meter readings, improving accuracy and efficiency. Daily readings of your water usage will be automatically transmitted to the Water Utility allowing for earlier identification of interior plumbing leaks and improved distribution system analysis.

Please contact Vanguard Utility Service, Inc., at your earliest convenience to schedule your meter replacement. Vanguard representatives are available to take your call Monday – Friday, 7 a.m. to 6 p.m. and Saturday 9 a.m. to 1 p.m. at (414) 296-1028. Early calls receive preference on appointment times.

- **There is NO CHARGE for the replacement (conversion) of your meter.**
- No plumbing work is involved in most cases (it is the homeowner's responsibility to correct any plumbing deficiencies)
- The meter replacement will take approximately **30-60 minutes** to complete, during which time you will be without water
- All Vanguard employees will have Shorewood –issued photo identification and be driving marked vehicles.

Water meters are typically located in the basement of your home. Clear access to and around the meters will be needed. An adult, age 18 or older, must be present for the meter replacement. If you find you cannot keep your scheduled appointment, please arrange for a responsible adult (18 or older) to act on your behalf if possible.

**YOUR COOPERATION IS IMPORTANT.** This meter replacement program is a **mandatory** Village-wide program. **Non-compliance with this program may result in disconnection of your Shorewood water service.**

Sincerely,

Project Manager, Vanguard Utility Service, Inc.  
(414) 296-1028

For questions or verification, please contact the Shorewood Department of Public Works at 414-847-2650 or visit [www.villageofshorewood.org/watermeters](http://www.villageofshorewood.org/watermeters).