



MOLINO UTILITIES

Office: 850-587-5538

Dear Molino Utilities Customers,

As part of our system-wide improvements to ensure efficient delivery of safe, high-quality water to the customers we service, Molino Utilities will begin a system-wide water meter upgrade around August 19, 2024.

The only action you will need to take is to keep the meter unobstructed and accessible to the installer. The installation work will be done by an approved vendor, VEPO Metering. All contractors working on the project will have undergone a background check and will be identifiable by their company-issued photo ID badge, which they are required to wear at all times. Contractor vehicles will also be identifiable by their VEPO Metering decals. **Please note that at no time should these contractors need to enter your home.**



****Example of car magnet****

HOW IT WORKS

Data from the meters is encrypted and sent through a secure network to utility databases. The meter system transmits only the water meter readings, and the meter identification number.

WHAT TO EXPECT DURING INSTALLATION

- On the day of installation, a VEPO contactor will knock on your door prior to the commencement of the installation in order to notify anyone in the house that the work is being performed. If there is no answer and the current meter is not reading any water usage, work will commence. If the current meter is reading water use, the contractor will bypass the house and return later in the day.
- The installation process will take approximately 30-45 minutes and does not require the resident to be at home.
- Water service will be temporarily stopped for 20-30 minutes during the installation.
- Upon completion of the work, the contractor will notify the resident that the installation is complete by knocking on the door. If the resident is not home, a notification will be placed on the front door knob indicating completion of the installation. ****Example of door hanger to the right****

FREQUENTLY ASKED QUESTIONS

Q: What exactly will be installed at my property?

A: The new system consists of an integrated meter and radio transmitter. All meters will be replaced with new meters and transmitters.

Q: Will I pay more for water as a result of the change?

A: You will not be charged a separate fee for the installation of this meter. You may notice changes in your water bill since your usage will be more accurately reflected.

Q: Is there any special care of maintenance that I need to do to my new meter?

A: Your new meter is a drive-by system, so the meter box needs to be clear of all landscape material and debris.

Q: How long will this new smart meter work?

A: The life expectancy of the devices installed in the field is 20 years. Periodic inspections and maintenance will be performed to ensure all devices are performing as expected.

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

A: The door hanger that will be left by the contractor after the meter installation is complete, will have a phone number on it. Please call **VEPO Metering at 877-860-8376** if you experience any leaks or other problems after the meter is replaced.

