

Utility Water Meter Upgrade

Starting April 13, 2015 the City of Roseville will be conducting a comprehensive water meter replacement program that will replace approximately 18,800 meters to an automatic meter reading (AMR) system. The City Has hired Utility Metering Solutions (UMS) to perform this change-out. The purpose of this effort is to upgrade the City's water distribution system with an electronic reading capability and to replace meters that have served beyond their estimated useful life.

This upgrade project is scheduled to take approximately 15 months.

Frequently asked questions:

Q: Will all meters be replaced with new ones?

A: No, depending on the age of the meter, it will either be totally replaced or the existing one retrofitted with equipment that transmits the meter readings to a fixed location.

Q: What makes these meters different from the existing ones?

A: These automated meters eliminate the need to obtain readings directly from meter and therefore, improve the efficiency and lower the cost of the meter reading program.

Q: Why do we need to replace the meters?

A: As with any measuring device, meters can become less accurate as they age. Water meters have a useful life of approximately 15 years after which the accuracy will diminish.

Q: Who will install the meters?

A: Utility Metering Solutions (UMS), the contractor, will replace or upgrade approximately 18,800 water meters throughout Roseville beginning April 2015. The work crews will be wearing yellow vests with the logo (UMS) and driving trucks with the same logo.

Q: Will my water service be interrupted during the installation?

A: Yes, there will be a temporary service interruption. Typically about 15 to 30 minutes while the meter is being replaced.

Q: Do I need to be home for the meter replacement work?

A: Residents with inside meters will need to schedule an appointment for UMS workers to access their home to change out/retrofit their meter. Residents with outside meters do not need to be home. Work will be performed Monday-Friday between 8:00 a.m. and 5:00 p.m.

Q: How do I schedule an appointment to replace my inside meter?

A: UMS is sending letters to customers who have an inside meter with the information you will need to schedule an appointment. They may also knock on your door while they are in the neighborhood to see if it would be a good time to change your meter.

Q: How much will the meter cost me?

A: There is no charge for the new meter or the installation.

Q: Will my water bill increase?

A: Not necessarily, however, as meters age, they tend to run slower and lose accuracy over time. Depending on the age and accuracy of your existing meter, your bill could change based on the consumption associated with the new meter. The new meters will simply record consumption more accurately.

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

A: Please call the Water Department at (586) 445-5466. After hours, holidays and weekends, please contact Central Dispatch at (586) 777-6700 and they will contact the Water Department for you.