



Sample Return Name
123 Sample Return Address #100
Return City, State Zip



Sample ATTN
[mailing_address]
Mailing City, State Zip

08/26/2022

Dear Sample Name At 123 Sample Address, City, State Zip,

The Village of Milford, MI will be replacing your property's water meter with a more advanced technology that will positively impact both the environment and the City's ability to accurately and efficiently serve your water needs. While the meter technician is on-site, they will also conduct a water safety survey that includes a cross-connection survey, a sump pump discharge survey, and document the water service material.

The Village of Milford has contracted with HydroCorp to perform the water meter replacement. HydroCorp technicians will be on-site at your property to install a new water meter; the appointment will take approximately 45 minutes. The HydroCorp technician will be identifiable with a company shirt and identification badge. Appointments for the meter installation **MUST BE SCHEDULED** through the approved third-party contractor, HydroCorp, who specializes in communitywide installation programs.

To schedule your appointment, please visit www.watermeterinstall.com or call a HydroCorp customer service representative at 844-493-7641 Monday-Friday 8 am-6 pm EST, within seven days of this notice. Appointments are available Monday thru Thursday 8 am-7 pm, Friday 8 am-4 pm. Appointments are scheduled in 4-hour windows, with a three-hour window in the 4 pm thru 7 pm window.

Information about your water meter replacement appointment:

- The meter that is being changed is in the house. Please locate that meter and make sure it is **unobstructed and accessible**. Any obstacle including drywall, paneling, etc., must be removed before your appointment for the replacement, this is the homeowner's responsibility! The technician needs to be able to operate the water shut-off valve(s) and replace the meter with both hands.
- Assure the water shut-off valve(s) are fully operable. If your shut-off valve(s) leak or fail during the meter replacement, it is the property owner's responsibility to replace or repair the valve(s). If it is found unsafe to exchange the meter due to accessibility or because of obvious deterioration of the valves, the meter replacement will have to be rescheduled after the property owner has made the necessary repairs.
- Installation technicians will wear appropriate personal protective equipment to protect residents, business owners, and themselves; additional information is enclosed.
- The property owner or a designated representative 18 years of age or older must be present during the water meter replacement.
- Please keep pets contained during installation.
- Meters that have been replaced will be kept on Village premises for verification of final reads.
- Failure to comply with the replacement may result in having your water shutoff.
- Please verify that your home is properly grounded through the electrical panel or that a jumper wire is installed around the water meter. Please refer to the local electrical code for proper installation.

Information On How To Schedule An Appointment Is Located On The Back



How to schedule your water meter installation.

Your appointment needs to be scheduled no later than 7 BUSINESS DAYS as technicians will be in your area shortly after receiving this notice. Visit <http://www.WaterMeterInstall.com> or call a HydroCorp customer service representative at 844-493-7641 Monday-Friday 8 am-6 pm EST. Appointments are available Monday thru Thursday 8 am-7 pm, Friday 8 am-4 pm. Appointments are scheduled in 4-hour windows, with a three-hour window in the 4 pm-7 pm window to schedule your appointment.

Someone over the age of 18 must meet the technician on-site to complete the appointment.

ALL HYDROCOPR EMPLOYEES WEAR PHOTO I.D. BADGES WITH THEIR FULL NAME INCLUDED.

Your reference scheduling code is:
[customer_code]

If you have any questions or concerns, please don't hesitate to contact HydroCorp at

844-493-7641 .

HYDR  SOFT I/O

