



AQUA OHIO METER EXCHANGE PROGRAM

Water is a precious, finite, and life-sustaining resource. Aqua takes seriously our responsibility to protect and provide it for our customers.

Water meters are critical to this effort as they help Aqua, and customers manage the amount of water they use. As meters age, they must be replaced.

Your meter and others in your area are approaching the end of their useful life. That is why there is a meter replacement program taking place in your area.

The meter exchange will take less than an hour, including a 15-minute period during which Aqua must turn off your water supply to remove the old meter and install the new one.

Because we must enter your home/business, an adult (over the age of 18) must be present.

For safety reasons, we ask that you please take special care to ensure that all pets—including dogs—are in a secure location and away from our representative and the work area, upon arrival and throughout the duration of the meter installation.

To help our representative work quickly, please clear the area around the meter so he/she can have adequate room to work.

Public Utility Commission of Ohio regulations permit the suspension of service for the denial of reasonable access to customers' homes and businesses for the purpose of reading, inspecting, replacing, or maintenance of the meter. If service is disrupted for these reasons, reconnection fees may be applied.

If Aqua discovers problems with your plumbing or fixtures near the installation site, they will explain what repairs you are responsible for and correct any for which Aqua is responsible.