


January 2020

To: Select Customers in the Hyde Park Regional Water System
From: Ed Mills, Project Facilitator (for project questions/concerns, dial: 845-486-3625 or 486-3601) 
RE: Hyde Park Phase 2 Meter Replacement Project (Hyde Park, NY)

The Dutchess County Water and Wastewater Authority (DCWWA) has awarded the contract for the "Hyde Park Phase 2 Water Meter Replacement Project" to Saks Metering of Maspeth, NY. This project calls for the replacement of your existing water meter with a new Neptune meter. The new Neptune meter being installed will have a low power radio transmitter and is part of the DCWWA's new automatic meter reading (AMR) system. This Project will help to further consolidate operations under the Hyde Park Regional Water System which includes Hyde Park Water service areas A, B, C; Zone D (Harbour Hills); Zone L and Staatsburg water systems. Generally, if you are receiving this letter, your home or business has been included in this water meter project. However, if your meter has already been replaced by DCWWA with a new Neptune radio meter, you may have received this letter in error and your meter may not need to be replaced now. Please call me immediately if you suspect that this is the case.

During the Project, you may notice on the ground outside that your curb valve and/or water line has been marked with blue paint and/or flags. Please do not disturb these marks until your meter has been replaced in case the meter installer needs to find and operate your outdoor curb valve.

Meter replacements are set to commence soon and will continue over the next few weeks. Only existing water meters up to one-inch in size will be replaced as part of this Project.

Schedule your appointment – Please contact Saks Metering directly at **877-583-7257** or at their website (<https://saksmetering.com>) to schedule an appointment for your meter to be replaced. Meter installations will generally take place during the day, Monday thru Friday. Some weekday evening and Saturday appointments may be available on a limited basis later in the Project calendar. **Saks Metering may also go door-to-door to solicit appointments while in your neighborhood.**

Saks Metering will require access to your home and/or business property to replace the water meter. All installers will carry photo ID, which they must present upon your request. An adult (18 or older), either from your household or your representative, should be present the entire time that the contractor is in your home. In addition, on a random basis, a DCWWA staff person may ask to enter your home or business after the Contractor has completed the meter installation to ensure that the work has been satisfactorily done to DCWWA specifications and requirements.

Scope of work - For most customers, a new meter will be installed inside their home or building where the existing meter is located. As part of the work, the existing outdoor remote read display register (if applicable) will be removed and the respective mounting holes in the exterior wall will be sealed. Generally, it may take about 45 minutes to complete the work, depending upon the inside plumbing and on-site conditions encountered. **During the meter work, your water service will be interrupted.** In anticipation of the project work, please be sure that an 8 ft. area around where the new meter is to be installed is clear of all furniture, shelving and/or storage items to help facilitate access to your plumbing by our contractor. If your meter is replaced during this Project, you will not be charged a fee for the meter installation.

First 30 days - Should the new meter and/or related plumbing that Saks Metering has installed, fail or leak within the first 30 days of its installation, please call Saks Metering first if you experience a problem or have a concern. After they install your meter, Saks should provide you a card with their emergency phone number.

An "inaccessible meter charge" of \$100.00 per month may be assessed to customers whom refuse access to their property for the meter installation and/or whom fail to remove obstructions which encumber access to the water meter during the Project. This \$100.00 charge would be in addition to any other standard fees, charges and penalties that you may owe for water service.

Thank you for your cooperation with this project.