



CITY OF LULING

509 E CROCKETT LULING, TX 78648 (O) 830.875.2481 (F) 830.875.2038

RE: IMPORTANT INFORMATION REGARDING YOUR WATER METER SERVICE

Dear City of Luling Water Customer:

The City of Luling will be upgrading your property's water meter to a more advanced metering technology that will positively impact both the environment and City of Luling's ability to accurately and efficiently serve your water needs.

City of Luling has contracted with a third-part provider to perform the meter change-out. The contractor's technicians will be on location at your property to install a new meter and radio transceiver at the city's expense. The technician will be clearly identifiable with a company vest and a City of Luling contractor's identification badge.

You are not required to be present during the meter change out; however, upon arrival, the technician will attempt to notify anyone at the property of a brief water outage. Your water service will be temporarily disconnected for approximately 3-5 minutes to replace the existing meter. The contractor's technicians will install the new water meter inside a new water meter box. As a customer, you are required to install a customer shutoff valve, per City of Luling's [Code of Ordinances Sec. 110-56. Water Supply Control- All water services should have an approved customer shutoff valve outside the city's new water box.] If you do not have a functioning customer shutoff valve, one will be installed for you at the expense of materials used. This process should take approximately 30 minutes to complete.

We appreciate your patience as the work is being completed. Should you have any questions or feedback, please contact City of Luling Public Utilities at 830-875-2481.

Sincerely,

City of Luling Public Utilities