



Automatic Meter Reading System Upgrade

The Automatic Meter Reading System allows customers to monitor usage and control costs.



Boston Water and Sewer Commission (the Commission) is continuing the upgrade of its Automatic Meter Reading system. The upgrade requires the replacement of the existing automated meter reading devices at customer properties. The replacement devices are similar to existing devices and their installation will take only 30 minutes. **No interruption of water service is required.**

The Commission will be sending correspondence to those customer accounts where the existing devices are in need of replacement. The Commission's authorized contractor Barletta/Utility Metering Solutions (UMS) is contacting customers to arrange for installation appointments. Installers have been issued identification badges and are in uniforms and marked vehicles.

When you receive notification requesting an appointment, please call the contractor 844-741-6248 or visit their 24-hr online scheduling service at www.umsonlinescheduling.com.



If you have not yet received correspondence but are interested in expediting the upgrade of the device at your property, you can contact the Commission's Customer Service Department at (617) 989-7800.

The Commission's automated meter reading devices were originally installed in 2002 and are reaching the end of their life cycle. For over 14 years, the Automatic Meter Reading system has provided the best customer services available. The capability of the system which allows customers to monitor water usage and detect potentially expensive leaks provides Boston's ratepayers with an unprecedented ability to control utility costs. The Commission's system has been recognized nationally and internationally as setting a new standard in service. The upgrade of the system is intended to maintain these unique capabilities and provide customers with an even greater level of information about their water use and savings potential.

If you have any questions about this project, please call the Commission's Customer Services Department at (617) 989-7800.

Thank you in advance for your cooperation.