



# 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.**

This project is nearly complete. If you received notification from the Commission of a need for an upgrade, please contact the Commission's Customer Service Department at 617-989-7800 to schedule an appointment. Barletta/ UMS should not be contacted; their contract with the Commission is complete.

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.