



MUSKEGON COUNTY
DEPARTMENT OF PUBLIC WORKS
131 E. Apple Avenue, Muskegon, MI 49442

WATER METER UPGRADE PROGRAM

The Muskegon County Regional Water System is upgrading its water meter reading program which requires mandatory meter maintenance to ensure compatibility with our new meter reading equipment.

A new meter reading program is being implemented due to age, technology advances and compatibility issues. **These upgrades are MANDATORY.** This service is **FREE** and takes less than ½ hour in most cases.

Why are we upgrading our water meters?

The meter reading technology currently in place is outdated and has no technical support. Also, some of the current radio sending devices and meters are at an age that batteries are failing and need to be serviced. As batteries fail, actual reads are no longer being used for calculating water billing. We desire to be using ACTUAL reads rather than ESTIMATED reads as they are more accurate and help us detect water leaks.

Notification

We are placing door hangers as notification. After two notifications with no response, a third notice will be made with possible suspension of water service.

Scheduling An Appointment

Please use the phone number listed on your notification to call for an appointment. We will make every effort to work with the customer's schedule. Please note that someone of at least the age of 18 must be present. If you make an appointment and need to re-schedule, please call the number on your notification.

Please advise staff as to any special instructions such as which door you would prefer us to use, paths or gates that should be used and location of access to crawl space.

What to expect during appointment

County staff will be completing this service. Staff will inspect the meter to determine if a new radio unit can be installed or if an entire meter needs to be installed. If replacing only the radio, there will be no interruption of water service. If a new meter needs to be installed, water will need to be shut off briefly. This work should take 15-30 minutes.

Staff will also complete a brief cross connection inspection and pipe materials survey. Staff will advise on any concerns.

Preparing for your appointment

Most meters in homes are in the basement, utility room, etc. If you know where your meter is located, please have an area around the meter cleared for staff to work. If you are not sure where your meter is located, staff will assist in locating it.

Please secure any pets during the appointment.

Mandatory Upgrade

This upgrade is mandatory in order to continue to get accurate meter reads. Failure to respond to notices for service may result in suspension of water service.

Further Questions

If you have more questions or concerns, please contact Robert J. Ribbens, Water System Supervisor at 231.724.6525 or at ribbensro@muskegoncounty.net.