



Friday January 19, 2024

Dear Resident,

The City of Vandalia has been trying to reach you regarding your water meter. The City's Public Works personnel are replacing the City's meters as part of a planned replacement program. Many of the City's meters which have been in place for many years, are reaching the end of their useful life, and are scheduled for replacement. Your meter is located indoors, therefore you will need to be present to provide access. *Pursuant to Ordinance 1042.20 the City may remove a meter from a consumer's premises at any time.* This letter serves as notice that entry is required on your property for this purpose.

Here's what you can expect during the replacement:

- The meters will be replaced by the City's Public Works department workers who will carry proper identification, will be driving a City vehicle and are fully trained to carry out this project.
- Installations will take place from 7:30 AM – 2:30 pm Monday thru Friday.
- No City personnel will ask you for confidential information or money. This project is funded through water user rates, so you will not receive an additional charge for this work.
- To help keep everyone safe, dogs and other pets will need to be kept out of the area during installation and meters will need to be unobstructed.

How does this benefit the customer?

- Quicker leak detection for customers
- Reduced meter reading cost
- More accurate billing
- More efficient customer service

Please contact the City at 937-415-2231 within 5 business days to schedule your installation. Please note that if you do not schedule an installation and/or refuse access, the City reserves the right to disconnect your water services pursuant to Sec. 1042.05 of the Vandalia Code. Service will not be restored until you grant the City access to your property and you pay a charge of twenty-five dollars. We apologize for any inconvenience this may cause.

333 James E. Bohanan Memorial Drive
Vandalia, OH 45377

call 937.898.5891
fax 937.898-6117

www.vandaliaohio.org

Thank You for your Cooperation,

Kristen Carnes
Assistant Finance Director