

Beginning the week of December 1st 2008, the City of Plano will begin replacing water meters for the Fixed Network project. This program will utilize both city staff and contractors for the meter installation and programming of the devices.

The water service to your home may be interrupted for 30 minutes to one hour. It is not necessary for you to be home while your meter is being replaced.

During the course of this project, you will receive two separate door hangers. The first door tag (yellow) will serve as notification of us working in your area within the next two weeks. The second door tag (orange) will notify you that the work was completed with the date, time, and important service information. Both door tags will have a phone number and email address should you have any questions.

Please be aware that you may experience a few air gaps in your service directly after the water meter has been replaced. If this occurs, the problem will clear up by allowing your faucets to run for a few minutes.

Contractors will wear a City of Plano identification badge, but their uniforms and vehicles will bear the name of the contractor, in this case Utility Services Associates (USA). Both city staff and the contractors will notify you of their presence by knocking on your door. Remember you do not need to be home during the change out, and a tag will be left when the work is complete.

This is a multi-year project and we thank you in advance for your cooperation and patience.