



CITY OF North Tonawanda

1/31/2025

Thank you for taking the time to read this important advisory regarding our upcoming mandatory water meter upgrade project.

The City of North Tonawanda contracted with Professional Meters Inc, (PMI) to update water meters throughout the area. This project will be starting in Spring 2025 and be completed by Winter 2025. These new meters will allow the City of North Tonawanda to implement an automated meter reading process that will provide better customer service, greater data accuracy, and reduced operational costs. The following information is important for you to understand in advance of our visit to your home or business:

- **Mandatory Water Meter Upgrade:** PMI will be upgrading meters from 7:30am to 6:00pm Monday through Friday and possibly 7:30am to 4pm Saturday.
- **Impacts to You (Inside meters):** You will receive a post card in the mail to schedule. Please call and schedule an appointment when you receive this postcard. PMI will upgrade the water meter on the scheduled date. The water will need to be turned off for approx. 20 min for this upgrade. You will receive a post-installation door hanger after the installation is completed.
- **Water Meter Access:** PMI will need unobstructed access to the current water meter. If the meter is inside, PMI will need a clear path to the meter and 3' surrounding the meter.

Should you have questions or concerns related to this process please contact The City of North Tonawanda at 716-695-8531.

Thank you in advance for your cooperation.

Sincerely,

The City of North Tonawanda
Water Department

MANDATORY WATER METER UPGRADE

The City of North Tonawanda is working with Professional Meters Inc. (PMI) to upgrade the existing water meters in your area. This upgrade will help the community manage its water resources more efficiently.

The water meter upgrade is at no cost to the customer. An appointment will need to be scheduled to replace the water meter.

- Someone age 18 or older must be present for the installation which usually takes about 30 minutes. The water will be shut off for about 15 minutes.
- The water meter is typically located inside, near the main water shut-off valve. The meter needs to be accessible to the installer.

To schedule an appointment go to
www.ScheduleMyMeter.com

or call xxx-xxx-xxxx (toll free) Habla Español

Call Center hours are:

Mon–Thur: 8am - 7:30pm / Fri: 8am - 6:30pm / Sat: 9am - 2pm EST



Authorized by the City of North Tonawanda.

For questions or concerns,
Please call (xxx) xxx-xxxx

