

NEW SMART METERS AIM TO MAKE WATER BILL HEADACHES GO AWAY.



Getting Smarter and Working Together

City of Toledo Public Utilities is committed to providing our customers with affordable access to a safe and sustainable drinking water system.

We are modernizing our operations and technology infrastructure by replacing 116,000 water meters across the region over the next two years and implementing new customer dashboards to improve your experience.



Benefits

- **No more estimated bills**
Say goodbye to billing headaches, your bill will be accurately read every month
- **Automated, accurate readings**
Data will allow for faster resolution of billing issues and customer questions
- **Near real-time usage data**
Dashboards will allow customers to view their usage any time, making water conservation efforts easier
- **Leak detection alerts**
Subscribe to notifications about your usage and detect leaks faster

What to Expect

- **Wait for your neighborhood**
Crews are working by zone over the next 2 years to complete the replacements
- **Watch your mail**
A scheduling postcard will be mailed to your service address
- **Schedule your mandatory replacement**
Call or go online to schedule your replacement, failure to do so will result in termination of water service
- **Have the meter replaced**
Replacements will take about an hour and an adult will need to be present

More Information: toledo.oh.gov/smart-meters