



## Notice of Residential Water Meter Installation

Dear Customer,

City of Toledo Public Utilities is modernizing its operations and technology infrastructure to improve its customers' experience. Part of this initiative is the Advanced Metering Infrastructure (AMI) project to **replace 126,000 water meters across the region over the next two years.**

The new smart meters will enable the automated transmission of customers' water meter readings, providing them with accurate, near-real-time data on their water usage. Through a user-friendly portal, customers will have near-real-time water usage information at their fingertips and receive leak alerts, thereby reducing bills and saving money. This technology will help customers **better manage water usage and protect against high bills.**

The City of Toledo has contracted with **Johnson Controls** to complete the installation of these new water meters. Customers should pay attention to the mail they receive from their water department in the coming weeks. The city will be sharing regular updates by mail and through other channels to make sure its residents are in the know about the important changes coming.

**A postcard will be sent to each service address requesting you schedule your meter installation.** Installation takes about 60 minutes to complete. The water to the property will need to be shut off during the installation and an adult (18 or older) must be present to provide access to the service technician. There is no cost to customers for the project and our communities' drinking water will remain safe to drink throughout the project.

More information about the project can be found on our website at [toledo.oh.gov/smart-meters](https://toledo.oh.gov/smart-meters).

To schedule your installation appointment, please call Johnson Controls at **1-866-270-9629**. The call center is open Monday through Thursday, 8 a.m. - 7:30 p.m., Friday, 8 a.m. - 6:30 p.m., and Saturday, 9 a.m. - 1 p.m.

Installing smart meter infrastructure provides water customers peace of mind and convenient on-demand access to timely consumption information, automated leak alerts, and powerful budgeting tools to help manage consumption and improve water stewardship. We look forward to the successful completion of this project and **appreciate your cooperation** throughout the process.