



November 2020

Dear City of Marshall Water Customer:

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

The City of Marshall will soon begin the process of installing new water meters in all residential, industrial, and commercial buildings. The City has partnered with Etna and Professional Meters, Inc (PMI) to complete this project. The majority of the City's existing water meters are beyond the manufacturer's recommended lifecycle. These new meters will also allow the City 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:

- This is a mandatory water meter replacement project; however, we are working to make this as convenient as possible for residents and businesses.
- The replacement of these meters will require access to your residence or business, as nearly all meters are located inside.
- You will receive a mailed notification from PMI prior to meter installers arriving in your neighborhood; this notification will include a phone number to call as well as a website where you can set up an appointment for your meter to be replaced. The replacements are currently planned for January – April of 2021.
- Installers will be required to follow all City and MIOSHA Covid-19 regulations.
- An adult who is over the age of 18 years old must be present at all meter replacement appointments, which will take about 30 minutes.
- The automated meters will transmit water usage data wirelessly to the City, but they present no health or data security risks.

Please visit the City Water Department website for more information about the project: <http://www.cityofmarshall.com/departments/115>

Should you have questions or concerns related to this process, please contact Professional Meters at 866-965-0657 or Marshall Water Department at 269-781-2210.

Thank you in advance for your cooperation. The City will continue to share information as the meter replacement work progresses.

Sincerely,

Aaron Ambler  
Water Superintendent

Alec Egnatuk  
Wastewater Superintendent

Marguerite Davenport  
Director of Public Services