

TOWN OF PLAIN DEALING

"Only Town in the World With Golden Rule Name"

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Notice of Residential Water Meter Installation

Dear Customer,

The Town of Plain Dealing Public Utilities is modernizing its operations and technology infrastructure to improve its customers' experience. Part of this initiative is to **replace hundreds of water meters across the town over the next few weeks.**

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 Town of Plain Dealing has contracted with **RG3** to complete the installation of these new water meters. Customers should pay attention to the mail and /or online 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. Installation takes about 60 minutes to complete. The water to the property will need to be shut off during the installation. There is no cost to customers for the project and our communities' drinking water will remain safe to drink throughout the project.

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 managing. We look forward to the successful completion of this project and **appreciate your cooperation** throughout the process.

"This institution is an equal opportunity provider."