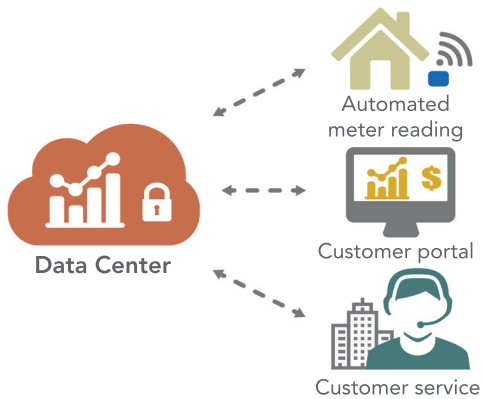


All Menlo Park Municipal Water customers will be part of the City's AMI Project that will upgrade existing water meters to be fully automated.

If you received this brochure in the mail, your property/residence will be getting a meter replacement.

WHY AMI?

These new meters will record and transmit accurate, hourly data in near real-time so customers can view their water use via computer, phone or tablet. This feature provides notifications of possible leaks or high usage in order to take immediate action.



CUSTOMER BENEFITS

- Access hourly water use data from any computer, phone or tablet.
- Provide alerts of potential leaks or high water use.
- Increase awareness of water use patterns throughout the day.
- Reduce water bills by providing a better understanding of usage.

CITY BENEFITS

- Eliminate manual meter reading.
- Decrease the time for meter data collection.
- Improve the efficiency of billing operations.
- Promote water conservation and sustainability.
- Reduce water loss.
- Enhance customer service.

City of Menlo Park
701 Laurel St.
Menlo Park, CA 94025



AMI PROJECT (AUTOMATED METER INFRASTRUCTURE) IMPORTANT MESSAGES



Encouraging **innovation**,
resourcefulness and
sustainability

METER UPGRADE DETAILS

Meter upgrades will begin this fall and it will take approximately six months to complete all upgrades. We will send you a postcard by mail at least two weeks before your meter upgrade is scheduled.

You do not need to be present during the installation.

THE TEAM



Our partners at Concord Utility Services will upgrade or replace your water meter. Concord technicians can be identified by their orange uniforms, branded vehicles and photo ID.



WHAT IS NEEDED FROM YOU?

TEMPORARY WATER SHUT-OFF:

During installation, your water service may be temporarily turned off for no more than an hour. If you have a water dependent device, you will need to turn it off before the installation to avoid possible damage.

Please contact us if your business requires nonstop water service to schedule an appointment.

CLEAR THE WAY:

Please remove any overgrown plants and objects that may be blocking your water meter to provide easy access.



IMPORTANT INFO:

After installation, air and cloudy water may temporarily be in your pipes, however, rest assured that your water quality remains safe and potable. The technician may try to access your outdoor faucet to flush your water line.

If you notice air or water discoloration, run water through your faucet for about one minute. Consider capturing this water to reuse for irrigating your plants or grass.

Do not leave the lid of the digital meter ajar or it will shut off to save battery.

WE WILL NOTIFY YOU!



Look out for the following outreach materials:

CHECK YOUR MAIL:

Customers will receive a postcard in the mail two weeks before installation.

OPEN YOUR DOOR:

After installation, a door hanger will be left at your front door with important information.

NEW CUSTOMER PORTAL UPCOMING

To fully unlock the benefits of your upgraded water meter, the City intends to utilize a new user-friendly customer portal.

This portal will be available to all customers after the AMI project is complete. More information to come.



FOR MORE INFORMATION

- Visit menlopark.gov/AMI
- Call 650-330-6750
- Email scjaw@menlopark.gov