



## What is the Fair Lawn Water Meter Replacement Program?

The Fair Lawn Water Department has initiated a program to replace approximately 10,000 of the Borough's residential and commercial water meters and associated meter interface units (MIUs). MIUs are small, black, electronic boxes that work with the water meter to transmit meter readings to the billing office.



## Who do I contact if I have questions?

Questions can be directed to the installation contractor, **National Metering Services, Inc.**, at Toll Free 1-(888)-448-0009 or at their web site [www.nmsnj.com](http://www.nmsnj.com)



## Fair Lawn Water Meter Replacement Program



## Frequently Asked Questions

## Why is this program necessary?

The current automated system was installed 25 years ago. The MIUs are at the end of their useful life. The units are failing at a high rate and must be replaced. Water meters also are nearing the end of their life cycle and will be replaced at the same time as the MIUs.



## When will the program begin?

The program is scheduled to begin in 2016 and is estimated to last 5 years.

## Am I required to participate?

Yes. Participation in this program is mandatory. Water meters and MIUs are necessary for the fair and accurate billing of utility services. Your cooperation is greatly appreciated and will aid in the smooth completion of this important project.

## When and how will I be contacted?

During the program period you will receive a notice from the installation contractor, Lenegan Plumbing & Heating to let you know when they will be in your area. The postcard will include instructions on how to set up your appointment.

## Do I have to be home at the time of the installation?

Yes. An adult, 18 years or older, must be present at the time of installation. A wide range of time slots will be available to accommodate our customers' busy schedules.

## How long will the appointment take?

In most cases, the appointment will take less than 30 minutes. During this time the installer will replace your water meter and MIU. During this time the water will be shut off.

## How will I identify the installer?

The Borough has selected **Nationals Metering Services, Inc.** as the contractor who will conduct the water meter and MIU installations. **NMS** employees will carry badges with their name, title, signature and employee identification number and will be wearing **NMS** uniforms. They also will carry a Borough of Fair Lawn ID badge confirming their affiliation with the Borough of Fair Lawn Water Department.

## Is there a cost for the meter and MTU replacement?

There is no charge for the replacement of the meter; however, the accuracy of the new meter is factory tested and guaranteed to operate with American Water Works Association (AWWA) standards for accuracy. Conservation is the best way to limit any increase you may have. The older meters tend to run slower and may not be as accurate in measuring consumption.

## Will I need to do anything to my home before the installer arrives?

Please secure all pets and clear space around the water meter located inside your property. Property owners with tenants will need to notify them of the installation appointment time and the brief interruption in water service that may occur.

