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<Date>

«Name»

«Address\_1»

«City», «State» «Zip»

Account: «Account»

**RE: E-Series Meter Swap Program**

Dear Customer,

In the summer of 2015, Rockett SUD began implementation of a meter replacement program. With approximately 12,000 customers, the project will take approximately 18 months to complete. There were two primary factors that prompted the decision to move forward with this program.

First, in the water industry, as water meters age the accuracy of their readings decline. In keeping with best practices, the State's standards recommend replacing water meters on a regular basis.

Second, we discovered during certain situations, that the water meters would not register any flow if there was a sudden surge of water through the meter. Once the usage stopped momentarily, the meter would function properly until there was another sudden surge. This did not occur at every residence, however, the locations where it did occur can account for a large amount of the District's unbilled usage throughout the entire year. Though all of the meters that were found to be experiencing this problem were at locations where sprinkler systems were being used, not every residence that had a sprinkler system was affected. Routinely there has not been a problem with metering normal household usage. Regardless, past usage on an account will not be an accurate indicator for future usage due to the nature of the problem.

With the meter replacement program, Rockett SUD is excited about taking advantage of the improved technologies that exist with the latest water meters. To help all of our customers with conservation and budgeting, we have added a feature into the new meter replacement program called "EyeOnWater". This is an interactive program available on your Smartphone or PC that enables you to track water usage on a monthly, daily, or HOURLY basis and provides you with a leak alert function. "EyeOnWater" allows you to be in complete control of your water usage. This technology will result in a more accurate accounting of water being used and will provide the District with additional customer service tools.

We are scheduled to be in your area in the near future. Our third party vendor, US Bronco Services Inc., will be installing the meters and will place a yellow Doorknocker on your door when your new E-Series meter has been installed. Once your meter is installed, please visit our website at [www.rockettwater.com/news.php](http://www.rockettwater.com/news.php) to access a link with instructions on how to setup the "EyeOnWater" login account. **Please be aware that the new E-Series meter is equipped with an endpoint attached to the meter box lid. Any damages to this equipment will result in an equipment damage fee and will be billed to your account.**

Sincerely,

Rockett Special Utility District