



Water Meter Replacement Project

Frequently Asked Questions (FAQs)

Dear Resident:

Now that the new water project is completed and all old water meters have been converted to the new “Smart” water meters, the following is a list of FAQs for your reference:

- 1. What if my water bill has increased?** The original water meters, based on age and condition, could have been providing inaccurate readings. The old and worn meters oftentimes read less accurate water flow readings over time. Your new “Smart” water meters are more efficient and are calibrated to be as accurate as possible. The new meters provide the Village with an updated water flow measurement and as a result, higher water bills are not uncommon. As the Village buys water from the County, it is in the Village’s best interest that the purchased water is billed throughout the Village as accurately as possible to support future operation and maintenance of the system.
- 2. Could my water bill increase be related to other issues?** There are two other possible explanations for a high water bill besides a more accurate reading.

In some cases, the Village has received a request for a larger water meter size. This is normal when a property has many tenants or is for commercial use. It was brought to the Village’s attention that some single-family homes received a larger water meter that was not requested or authorized. We are currently reviewing those instances to make sure the meter size and billing information are correct. If any property owner was billed for an unauthorized change in meter size, those accounts will be credited accordingly.

The second instance is a potential water leak. The new “Smart” water meter system has leak detection sensors. When a leak is present, water runs continuously, and that continuous water flow is detected by the new sensors. The sensors trigger an alarm message so that our Public Works Department can investigate the leak and determine if it is in the Village right-of-way or on private property. Residents will be able to review their account and see the alarm on the new Customer Portal Website. This new web portal is anticipated to be available to all residents by December 31, 2019.

- 3. How do I know my water meter size has not changed?** Unless specifically requested by a resident or property owner, all water meter sizes should have remained the same.

The Village hopes you find this information helpful. We apologize for any inconvenience and thank you for your cooperation and patience as the Village winds up the Water Meter Replacement Project.

Any questions regarding this matter, please contact your Public Works Department at 305-756-7171 or email us at actionteam@nbvillage.com.