

Description of a typical water meter installation

Pre-Installation

1. United Meters will send a letter to each resident or business asking them to call United Meters Customer Service to set up a convenient appointment time to have the water meter replaced.
2. The resident or business will then call United Meters Customer Service to make an appointment.
3. The day before the appointment, the resident or business will receive a call to remind them of the appointment.

Installation

1. On the day of the appointment, the United Meters contractor installer will arrive within the established appointment window.
 - If the United Meters crew is running behind or ahead of schedule, you will receive a call to communicate the crew status.
 - The installer will be wearing a uniform and have an identification badge showing their affiliation with the Village of Tinley Park and United Meters.
 - The installer will be driving a vehicle that is clearly placarded with the United Meters logo.
 - The installer will have a letter from the Village of Tinley Park explaining the process.
 - If you have concerns over whether this person is an authorized meter installer, the installers are trained to direct you to call the Village or United Meters to confirm that their name is on the list of authorized personnel.
2. Upon arrival, the installer will introduce himself and briefly describe the meter change-out process.
3. The installer will ask you to take them to the water meter.
 - United Meters requests that all boxes, furniture or other items that may be obstructing the meter are moved prior to their arrival. United Meters will request this at the time the initial appointment is made and during the reminder call the day before the appointment.
4. Your water will be turned off for a short period of time (approximately 15 minutes).
5. The current water meter is then removed and a new water meter is installed. A new transmitter wired to the new meter will also be installed (usually mounted on the exterior of your residence or building) and programmed.
6. After meter installation, installation data is collected using a handheld computer.
7. Time-stamped installation information includes pictures, current meter read, new meter read, serial number, transmitter serial number and customer signature.
8. Once the new meter and transmitter are installed, United Meters will:
 - Flush the water lines to remove air or debris that may have been dislodged when the valve was shut. This is typically best performed using a laundry tub faucet or bathtub faucet (something without a screen). Your water pressure will then be checked.
 - Ask you if you have any questions or concerns.
 - Leave a business card with United Meters' toll-free number and ask the customer to call if they notice any problems, such as low pressure or a leak.