



## To Town of Erin Water Customers

With hundreds of water meters to read, our meter reader **must be able to quickly access the touchpad to collect a meter reading**. The touchpad is a remote reading device located on the outside of your home and is connected to the meter located on the inside of your home. Unlike your gas and electric meters, the meter reader must be able to make physical contact with the touchpad and place an electronic “gun” over the circle protruding from the center of the touchpad. If this is not possible, your reading and bill will be estimated for that billing period. Please help us to avoid unnecessary read estimations by observing the following:

- In winter, please shovel a path and keep the touchpad area clear of ice and snow.
- From spring to fall, please trim bushes, trees, and grass that block the way to or cover the touchpad. Plants can quickly cover a touchpad during the growing season. Please avoid planting landscape items in the area which meter readers must travel to get to your meter. We would like to avoid any accidental damage to your prized plantings.
- Please make sure that no objects are placed so that they cover or block access to the touchpad. A few of the items we find blocking access include cars, trailers, garbage cans and recycling bins, construction equipment or supplies, landscape bark or gravel, and relocation of external pipes and other utility equipment.
- If your meter is located behind a gate that is normally kept locked or becomes snowed in during winter, or is in an area where pets may be outside, please call us at **519-855-4407 ext 228 or ext 271** to have your touchpad relocated to a more accessible location.
- Please ensure your house address is clearly displayed on your residence. This can assist not only our meter reader, but emergency personnel who may need to find your home in a hurry.

Thank you for your continued cooperation.

Town of Erin Water Department