



CITY OF VENTURA
NEWS RELEASE

501 Poli Street
Ventura, CA 93001

For Immediate Release

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Craig Jones, (805) 654-7526

Joe Zdybowicz, (805) 667-6516

Ventura Water Implements Meter Upgrade Project

Ventura Water will start upgrading manually-read meters with new meters that will automatically relay customer's water usage to the City's water billing system through a secured network. The project will begin on October 1, 2018 and will replace water meters for approximately 32,000 Ventura Water customers over a 3-year period (2018-2021).

The new meters will allow customers to track daily water use and be notified of leaks with Home Connect, a new online water tracker. "Ventura Water relies heavily on accurate and timely data," said Ventura Water General Manager Kevin Brown. "The meter upgrade project will modernize our system and equip both customers and staff to better manage our water resources through real time water usage data and greatly improved leak detection."

Water meter upgrades will take place from 8:00 am to 4:00 pm, Monday through Friday. Customers will receive a notification in the mail 1-2 weeks prior to their scheduled upgrade. The City's contractor, Professional Meters Inc. (PMI), will be installing the new water meters. Prior to installation, (PMI) will knock on the door to notify residents of an interruption in service for up to 30-minutes while the new meter is being replaced. Customers do not have to be at home for the replacement to occur. Once the exchange is complete, customers will receive a door hanger detailing the work performed and additional contact information.

The City asks that customers provide easy access to their water meters by making sure the meters are not blocked by bushes, vines, equipment, or other materials that would prevent PMI personnel from replacing the meter. Meter boxes are typically located near the sidewalk. Customers with a meter behind a locked gate or a meter that is otherwise inaccessible should call PMI at 1-866-965-0657 to schedule an appointment for the new meter installation.

All installers will be carrying either a photo identification badge from PMI. In addition, PMI installers will have easily identifiable uniforms and their vehicles will have identifying logos. If an installer cannot show you an identification badge, or if you have a concern about the identification, please call the PMI call center at 1-866-270-9629 or Ventura Water Customer Care at (805) 667-6500.

For information on Ventura Water's Meter Upgrade Project and updates visit www.venturawater.net.

This release is available on the City of Ventura website at www.cityofventura.ca.gov. ###