



# WATER METER REPLACEMENT PROGRAM



## VILLAGE OF RIVERSIDE WATER METER REPLACEMENT PROGRAM

The Village of Riverside will be replacing all water meters throughout the Village beginning in August of 2022. Riverside typically replaces its water meters every 15-20 years due to meter inaccuracies as they age. The new water meters will operate under an Advanced Metering Infrastructure (AMI) system that allows information on meter performance and water usage to be processed in near real time. The new meter reading system will assist staff with identifying abnormal usage, which is the primary cause of high water bills. Currently, the process utilizes the old meter technology and takes approximately two months to determine if a potential leak exists. Utilizing the new system, residents will be contacted within days so they can check for any potential leaks.

### Fee:

Residents will be charged based upon the size of their meter. As in prior replacement programs, the Village will offer 6 or 12 month interest free payment plans. *If a residents' water meter was replaced within the last (10) years, the cost of the new meter shall be prorated.*

Meter	Price
5/8	\$293
5/8 x 3/4	\$293
3/4 S	\$293
3/4	\$293
1	\$345
1.5	\$800
2	\$1,029
3	\$1,753
4	\$2,516

### Exemptions from Meter Fee

Pursuant to guidelines and applications developed by the Finance Department, the Village may provide fee/cost waivers for the installation or replacement of water meters as part of the AMI Replacement Program to qualifying applicants who were prisoners of war (POW), currently disabled veterans, and persons currently experiencing economic hardship. For POWs and disabled veterans, a Veterans Administration (VA) Benefit Summary Letter must be provided. Those experiencing economic hardship must provide proof of enrollment in any federal, state, or local financial assistance program. Please refer to the Village website for the financial assistance application and detailed guidelines.



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## **Billing & Payment**

Within two weeks of water meter replacement, residents will receive a final bill on their old meter. At that point, the Village will setup a new water meter account. All new accounts will be aligned with even numbered months. For example, a bill would be received on the 1<sup>st</sup> of February and due on the 20<sup>th</sup>. The following bill would then be received on April 1<sup>st</sup> and due on April 20<sup>th</sup>. In addition, the water use on all new accounts will be represented in gallons, not cubic feet, and billed in increments of one thousand (1,000) gallons.

For residents that are setup with the Village's direct debit program, also known as **autopay**, it **MUST be setup again** for the new water account associated with the new meter. This also requires that a **NEW invoice cloud account** tied to the new water meter be setup if you pay online. Please visit the Village website or call to sign up for autopay and assistance creating the new invoice cloud account.

## **Get in Touch**

To find more information on the Village's water meter replacement program, visit the Village website at [www.riverside.il.us](http://www.riverside.il.us). Information will be located under the Finance Department Webpage. Residents may also call the Village at 708-447-2700 for questions about the program or setting up autopay. **REMINDER** that even those already with autopay will need to set it up again.