



CITY OF EAST GRAND RAPIDS

750 LAKESIDE DRIVE SE-EAST GRAND RAPIDS, MICHIGAN 49506

NOTICE

Water Meter Replacement Program and Cross Connection Inspection

June 22, 2020

Dear East Grand Rapids Property Owner/Resident:

The City of East Grand Rapids water meter replacement and residential cross-connection inspection program will be taking place in your neighborhood this summer. This program will replace nearly 4,000 old meters that have been in service for 20-25 years and are reaching the end of their service life. The new meters are expected to have a similar service life of 20-25 years, which will ensure accurate readings and billing. There is no additional cost to you for the meter replacement as costs are accounted for in asset management/capital improvement planning through the utility rate schedule. The cross-connection inspection is a requirement by the Michigan Department of Environment, Great Lakes and Energy (EGLE) to ensure safe drinking water by looking for and eliminating possible contamination of the public water distribution system.

The City has contracted with HydroCorp, Inc to install new Sensus iPerl water meters (for most standard size meters in the system). In the near future residents will receive a notification letter from HydroCorp on behalf of the City of East Grand Rapids with additional information including how to schedule an appointment for your meter replacement and cross-connection inspection.

HydroCorp will require access to each residence because water meters are typically located in basements, crawl spaces or utility closets. All HydroCorp employees wear photo I.D. badges with the full name of the employees. Always ask to see the I.D. badge before you allow entrance into your home. HydroCorp and City of East Grand Rapids have daily COVID-19 health screenings in place as well as trained personnel who will don protective equipment including masks and gloves for the installation and inspection visit. A detailed notice from HydroCorp will be sent shortly with further details with respect to scheduling appointments and additional information.

Please see the reverse side of this notice for frequently asked questions.

Questions may be directed to the City by calling the Department of Public Works at 616-940-4817 or HydroCorp at 800-690-6651.

Thank you,
The Department of Public Works

Frequently Asked Questions:

Q: What is the cost for to have my meter replaced?

A: The water meters are being replaced at no charge.

Q: Will contractors and city staff wear PPE?

A: The contractor and city staff have policies on place in conjunction with best practices during the COVID-19 response including wearing masks and gloves in conjunction with six foot social distancing during appointments.

Q: What might prevent the installation to occur and require rescheduling another appointment?

A1: In rare cases, the technician may find that some plumbing repairs will be required prior to the meter installation. The customer is responsible for the water service on their property. If defective plumbing, most commonly old/defective valves on either side of the meter, is present, these will need to be replaced by a licensed plumber in advance of the installation.

A2: The meter and sump pump locations need to be exposed so that the technicians can complete the meter change out. If meters are covered by cabinets, surrounded by storage boxes, etc. everything immediately around the meter needs to be moved or removed so that a technician has access to operate both valves and work with both hands to change out the meter.

Q: When is the program taking place and how do I schedule an appointment?

A1: The program is tentatively scheduled to start in mid to late July and will continue until all are completed in the targeted area.

A2: HydroCorp will send a notice with a link to make an appointment online or via phone at 800-690-6651.

Q: How long will it take to replace the water meter and complete the cross-connection inspection?

A: Less than 45 minutes.

Q: Do I need to be home for the meter replacement and cross-connection inspection?

A: Yes, water meters are located inside homes. Someone 18 years or older must be home during the appointment.

Q: What is a cross-connection and related inspection?

A: A cross-connection occurs when a pipe designed to carry safe drinking water is connected at some point to a pipe containing unsafe water or other liquid material. You may not think of your home as having such hazards, but if you have a hose that is submerged in a pool, carwash bucket, bathtub or laundry sink, or if you have a pesticide sprayer connected to a garden hose, you've created a cross-connection. If a water main breaks, the potential exists for unsafe substances to be siphoned back into the water supply. This means that contaminated water in a pool, carwash bucket, laundry sink, or pesticide sprayer could be drawn into the water system. Once there, the contamination could affect many. A cross-connection inspection looks for these potential situations and the inspector will provide corrective action to you and the City. Eliminating cross-connections ensures safe water for everyone on the public water supply system.

Q: What kind of meter is being installed and what is the target area?

A: See below (left) for water meter information and below (right) for the program target area.



Sensus iPerl Water Meter

Safe Guard Features:

- No moving parts/electromagnetic flow measurement
- Not susceptible to mechanical "spinning"
- Tamperproof and hermetically sealed register
- Built-in failure modes and alarm for reading errors
- Compliant with ANSI/AWWA1 Standard C-700, C-710
- Compliant with NSF/ANSI1 Standard 61 Annex F & G tested to AWWA standard
- 35 day data logging capability for accuracy reconciliation/troubleshooting

