

It's Time to Upgrade Your Automatic Meter Reader (AMR)

Water Meter Battery! **FREE** of charge!

The Philadelphia Water Department (PWD) has been working with Itron, a company that specializes in automatic meter readers, since 1997. Beginning in February 2011 and continuing over the next two years, Itron Field Service Representatives (FSRs) will be visiting each neighborhood throughout the City to upgrade the water meter batteries.

All Philadelphia Water Department customers are required to have an AMR water meter and must have the meter's battery upgraded to ensure accurate meter readings. **Failure to obtain the battery upgrade will result in an interruption of service.**

A notification will appear on your water/sewer/stormwater bill indicating when Itron will be in your neighborhood to upgrade your meter's battery. If possible, please allow the Itron FSRs access to your home to upgrade the battery during an unscheduled visit.



Itron FSRs will be driving a vehicle and wearing a uniform with Itron and PWD insignia. They will also have an Itron and PWD identification badge (pictured at left). If you have any questions or want to verify their identity, please ask for their identification badge or call 1-800-767-8719.

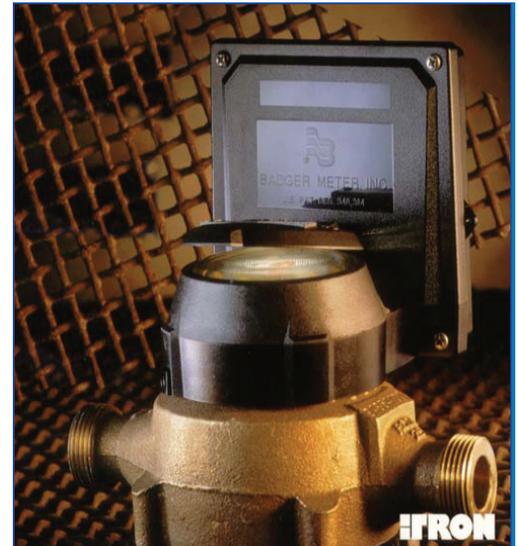
This battery upgrade is **FREE of charge** and should take no more than 30 minutes. To make this process go as smoothly as possible, please clear the area around your water meter so the Itron FSRs will have easy access to the battery.

If possible, Itron FSRs will upgrade your water meter battery while in your neighborhood conducting Automatic Meter Readings.

If you are not available during that time, please call Itron at 1-800-767-8719 within three days to set up an appointment. Appointment hours will be Monday through Saturday, 7:00 AM – 4:00 PM.

All Philadelphia Water Department customers are required to have an AMR water meter and must have the meter's battery upgraded to ensure accurate meter readings. **Failure to obtain the battery upgrade will result in an interruption of service.**

If you have any questions, please call the Water Department's 24-hour hotline at 215-685-6300.



Upgrading your Automatic Meter Reader Water Meter Battery is FREE and it's required to keep your water flowing!



www.phila.gov/water