

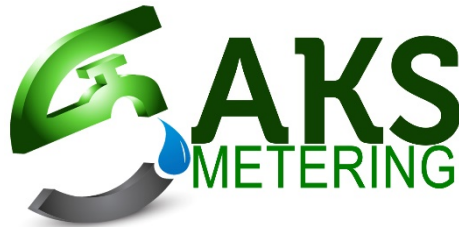
Suburban Division

Water Meter Reading System Upgrade – Project Details

Beginning in July, Lehigh County Authority (LCA) has contracted with SAKS Metering to conduct a mandatory meter reading system equipment upgrade program in our Suburban Division. The program includes modifying the meter readout equipment typically located on the outside of properties, usually near the electric meter placement on the dwelling. In most cases, the current meter readout is a white plastic box, which may display the word “Sensus” on the front, wired electronically to the actual water meter located inside your home.

This upgrade will replace outdated equipment and will allow your water usage to be recorded and transmitted to LCA through our automated radio system. In some cases, the existing unit may no longer be functioning, which may result in your water bill being estimated. If this is the case, once we are able to obtain an “actual reading” with the upgraded equipment, you may experience a higher bill, catching up with low estimates, or a lower bill because of high estimates.

LCA Contractor: LCA has contracted this work out to **SAKS Metering**, a responsible third party who will ensure meter equipment upgrades are conducted in the timeliest and cost-effective manner possible. Their technicians will be wearing uniforms and identification, and drive marked vehicles. Technicians will not need to enter your home or business, but you may see them on your property. In some very isolated cases, the equipment that needs to be changed may be located inside of your home and technicians may request entry to locate the equipment, adjust wiring from the water meter or to check the meter function. In these instances, you may ask to see authorization and identification. The SAKS Metering company logo is below for reference:



Important Details:

- This equipment change is a mandatory conversion of our meter-reading equipment and FREE to all customers.
- In most cases, the technician will NOT need to enter your property of business and you do NOT need to be present at the time of this work. If there are complications and access to your meter is needed, you will be contacted to schedule an appointment.
- **Attention Dog Owners!** Because SAKS Metering will be working outside on your property, dogs should be kept inside while work is being completed.

What's Next? Customers will be contacted by Lehigh County Authority to inform you closer to the time when SAKS Metering is scheduled to be in your immediate area.

We thank you in advance for your cooperation and assistance in completing this project. If you have any questions or concerns whatsoever, please do not hesitate to contact our Customer Care team at 610-398-1444.

SAKS Metering may be contacted at 610-822-1117.