



# The Village of Glenview

May 4, 2015

Dear Village of Glenview Water Customer:

Thank you for taking time to read this important advisory regarding our upcoming water meter replacement project.

The Village of Glenview has contracted with Siemens to replace aging water meters with new water meters throughout the Village between June 2015 and spring 2016. These new meters will allow the Village to implement an automated meter reading process that will provide better customer service, greater data accuracy, and reduced operational costs. The following information is important for you to understand in advance of our visit to your home or business:

- This is a mandatory water meter replacement project; however, the Village and Siemens are working to make this as convenient as possible for residents and businesses.
- The replacement of these meters will require access to your residence or business, as nearly all meters are located inside.
- You will receive a mailed notification from Siemens prior to meter installers arriving in your neighborhood; this notification will include a phone number to call as well as a website where you can set up an appointment for your meter to be replaced.
- An adult who is over the age of 18 years old must be present at all meter replacement appointments, which will take about 30 minutes.
- The automated meters will transmit water usage data wirelessly to the Village, but they present no health or data security risks.

Please visit the Village website, which will be updated regularly, for more information about the project at: [glenview.il.us/watermeterreplacement.aspx](http://glenview.il.us/watermeterreplacement.aspx).

Should you have questions or concerns related to this process please contact Siemens at (866) 623-0784 or Village of Glenview Water Utility Billing at (847) 724-3112.

Thank you in advance for your cooperation.

Sincerely,

Village of Glenview