

## **Description of a typical Meter Installation Process:**

### **Pre-Installation**

1. Siemens will send a postcard to each resident or business asking you to call Siemens Customer Service to set up a convenient appointment time to have your water meter replaced.
2. The resident or business calls Siemens Customer Service to make an appointment.
3. The day before the appointment, the resident or business will receive a call to remind you of the appointment.

### **Installation**

1. On the day of the appointment the Siemens contractor installer will arrive within the established appointment window.
  - If the Siemens crew is running behind or ahead of schedule, you will receive a call to communicate the crew status.
  - The installer will be wearing a uniform and have an identification badge showing their affiliation with the Village and Siemens.
  - The installer will be driving a vehicle that is clearly placarded with the Siemens logo.
  - The installer will have a letter from the Village of Glenview explaining the process.
  - If you have concerns over whether this person is an authorized meter installer, the installers are trained to direct you to call the Village or Siemens to confirm that their name is on the list of authorized personnel.
2. Upon arrival, the installer will introduce himself and briefly describe the meter change out process.
3. The installer will ask you to take him to the water meter.
  - Siemens requests that all boxes, furniture, or other items that may be obstructing the meter are moved prior to their arrival. Siemens will request this at the time the initial appointment is made and during the reminder call the day before the appointment.
4. Your water will be turned off for a short period of time (approximately 15 minutes).
5. The current water meter is then removed and a new water meter is installed. A new transmitter wired to the new meter will also be installed (usually mounted on the exterior of your residence or building) and programmed.
6. After meter installation, installation data is collected using a handheld computer.
7. Time stamped installation information includes pictures, current meter read, new meter read, serial number, transmitter serial number, and customer signature.
8. Once the new meter and transmitter are installed Siemens will:

- Flush the water lines to remove air or debris that may have been dislodged when the valve was shut. This is typically best performed using a laundry tub faucet or bathtub faucet (something without a screen). Your water pressure will then be checked.
- Ask you if you have any questions or concerns.
- Leave a business card with Siemens' toll-free number and ask the customer to call if they notice any problems such as low pressure or a leak.