



PLEASE CALL TO SCHEDULE YOUR APPOINTMENT MDC RADIO FREQUENCY

DATE

Dear Customer:

Over the next few weeks, the Metropolitan District (MDC) will install **MDC Radio Frequency** automated meter reading devices in homes throughout your town. By sending a low-powered radio signal from a device connected to your water meter to a computer- equipped MDC vehicle as it drives down your street, the MDC Radio Frequency device will accurately read your water meter without the need for house calls and meter reading postcards.

MDC Radio Frequency is **FREE** to you and will be installed by the MDC's contractor, **Utility Partners of America (UPA)**. Installation generally takes less than an hour. It is critical that the MDC receive a response from every customer who receives this letter. Customers who ignore repeated contact attempts may have their water service shut off.

At this point, it is important that you call the MDC at 1-888-314-7645 Monday through Saturday from 7AM to 8PM to make an appointment to have your MDC Radio Frequency device installed. You may also email the MDC at MDCAppt@utilitypartners.com to schedule an appointment.

Installation appointment times are available Monday through Saturday from 7AM to 8PM and Sunday from 10AM to 5PM

In order for UPA to install the MDC Radio Frequency device, either yourself or someone you designate who is at least 18 years old, must be at home to admit the installer.

UPA installers wear blue uniforms with a UPA logo. They carry two forms of photo identification: a MDC contractor badge and a UPA badge. Their vehicles are white with UPA and MDC logos on both sides; please see examples of the vehicles and badges on the next page. The MDC encourages customers to ask for identification from anyone who comes to their door. **The policy is "No Identification- No Entry"**. Customers can call the MDC at **1-888-314-7645** to verify that installers are in their area. All installation activities are registered with your local police department as well as with the MDC's Patrol Department.

UPA will be knocking on doors for those customers that have not scheduled an appointment. They will leave a door hanger with instructions on how to schedule an appointment for those customers that are not home.

The sooner you call for an installation appointment, the sooner we will begin to enjoy the benefits that MDC Radio Frequency offers. For more information please visit the MDC's website at **www.themdc.com**

Sincerely,

The Metropolitan District Radio Frequency Team