



FREQUENTLY ASKED QUESTIONS

MDC RADIO FREQUENCY PROGRAM

What is the MDC Radio Frequency program? The purpose of this program is to install automated meter reading devices in East Hartford, West Hartford, Rocky Hill and Farmington. The devices will increase the accuracy of billing through the elimination of estimated water bills and the inconvenience of customers having to read their own water meter.

What will it cost me? Nothing. The Radio Frequency equipment will be installed at the MDC's expense.

Will I get a new meter or just a device put on my old meter? Meters not compatible with the new technology will be replaced at no cost to the customer.

What will my radio frequency device look like? A new water meter will look similar to an existing meter, with a meter face with dials that show the water usage. The new meters will contain electronics and be connected by a thin wire approximately the thickness of a phone line. The wire is connected to the transmitting device consisting of a 4"x4" gray box which is installed on the exterior of the house.

Will the radio transmissions by the radio frequency device affect any electronic devices in my home, such as cordless phones, wireless internet, etc.? No. The Federal Communications Commission-approved transmitter in the radio frequency device is of extremely low power and will not affect your electronic devices.

How long will my radio frequency device last? Approximately 15 years. The reading system is fully electronic and needs very little maintenance.

What happens if I don't participate? 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. As soon as you receive our two week notice that we are in your area, please contact the call center to schedule an appointment.

How Installation Services Work

How do I make an appointment? Contact the call center at **1-888-314-7645** Monday through Saturday from 7:00 AM to 8:00 PM to schedule an installation appointment. Appointments are available Monday through Saturday from 7:00 AM to 8:00 PM and Sunday from 10:00 AM to 5:00 PM. To limit your waiting time, appointments are set on a two hour window. If for some reason you can't keep your appointment, please contact the call center a few days in advance so your time slot may be used by another customer.

How do I prepare for the installation? Please make sure that there are no structures, barriers or equipment that may obstruct access and prevent installation of the new meter, as you will be asked to remove them.

Where is my water meter located? Almost all MDC water meters are located in customers' basements, usually along the wall facing the street where the water service pipe enters the home.

How is the MDC Radio Frequency device installed? An installer with proper identification will replace your meter if needed and install the radio frequency device on the exterior of your home about 3 feet above ground level. A small hole will be drilled through the building through which a thin wire will be run between the unit and the meter. The hole will be sealed with caulk and the wire will be properly secured. The installer will review the location of the unit and the wire run with you before installation begins. A card will be left with the installer's name and contact information. Call them immediately if you feel you have any problem due to the installation.

Can someone else be at my home to admit the installer? Yes, you may designate someone else to admit the installer, but that person must be at least 18 years old.

How can I confirm the identity of the Radio Frequency installer? The MDC's installation contractor is **Utility Partners of America (UPA)**. 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. The MDC encourages customers to ask for identification from anyone who comes to their door. **The policy is "No Identification- No Entry"**. Customers can contact the call center 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.

How long does the installation take? Approximately one hour, however installation time varies depending on the home, access to the water meter, etc. During the installation, your water may be shut off briefly.

Will anyone else be on my property? Possibly. During the installation process an inspection may be conducted on some properties by MDC and UPA personnel with proper identification, for quality control purposes.

How the MDC Radio Frequency Device Operates

How do I know that you have my reading and not someone else's? The radio frequency device installed on your property is specifically coded to your account and meter serial number.

How do you know that my reading is accurate? The metering equipment used by the MDC meets all quality and accuracy standards established by the American Water Works Association. Similar devices are in use in millions of homes across the country.

After MDC Radio Frequency Installation

Who should I contact if I have a question or a problem after installation? If you have any questions or comments after the installation, please contact the call center at **1-888-314-7645**. For emergencies please contact the MDC at **(860) 278-7850 ext. 3600**.

How will this installation affect my water bill? For some customers the first water bill after the device is installed may be estimated. This can occur if the device is installed during the time when the meter is normally read. Following water bills will have accurate water usage thanks to the radio frequency device.

Will the billing frequency change? No, you will continue to receive your bill on a quarterly basis.