



Your Service Address
3 Great Valley Parkway

Meter Replacement Program In Your Area - [data]

Q: Why am I receiving this notice?

A: Per the Pennsylvania Public Utility Commission (PUC) guidelines water meters need to be replaced as they age. Aqua has identified that your meter needs to be replaced. This is important so that we can provide you with the highest quality of service.

Q: What do I need to do?

A: Please call our authorized contractor, **Keystone Utility Systems**, at **1.877.587.2279** Monday – Friday, 8:00 a.m. to 5:00 p.m. to schedule an appointment to have the meter at your property replaced free of charge. This mandatory replacement typically takes less than one hour. Appointments are available Monday – Friday, 8:00 a.m. to 6:00 p.m. and Saturdays, 8:00 a.m. to 4:00 p.m.

Q: Things to know for my appointment?

A: Because Aqua’s authorized contractor, Keystone Utility Systems must enter your property to replace the water meter, **an adult (over the age of 18) must be present. For safety reasons, please take special care to ensure that all pets, including dogs, are in a secure location and away from our representative and the work area, upon arrival and throughout the duration of the meter installation.** A normal installation takes less than an hour, including a 15-minute period during which the water supply must be turned off to remove the old meter and install the new one. **To assist with a speedy replacement, please clear the area around the meter so our representative has adequate room to work.**

Aqua authorized contractors wear uniforms with their company logo prominently placed and are required to carry a company photo identification card.

Q: What will happen if I ignore this notice?

A: We appreciate your prompt call to arrange your meter replacement. Your assistance is required for Aqua Pennsylvania, Inc. (Aqua) to continue supplying water service to your property. If the meter is not exchanged, consistent with PUC regulations, water service at the above address may be shut off. **Act now to stop further notices and possible termination of service.**

Tear off reminder slip below and place on your refrigerator.



Appointment Reminder

1. Call to schedule

Keystone Utility Systems
1.877.587.2279

Appointment Times

M–F 8 a.m. to 6 p.m.
Saturdays 8 a.m. to 4 p.m.

2. Remember the Date

AM
 PM

Day _____ Time _____
/ /
Date _____

3. Be Ready

- Adult must be present.
- Secure all pets away from the work area.
- Allow an hour for the appointment.
- Clear area around the meter.



Aqua Pennsylvania, Inc.
700 W. Sproul Road
Springfield, PA 19064

IMPORTANT NOTICE—ACTION REQUIRED

<NAME>
<ADDRESS LINE 1>
<ADDRESS LINE 2>
<ADDRESS LINE 3>