

WATER METER REPLACEMENT PROGRAM

In order to provide a reliable, high quality water supply, Tucson Water continually upgrades and improves our water system and facilities. The Water Meter Replacement Program is an important part of upgrading our water system.

Water meters are the devices used to measure the amount of water delivered to customers. Replacing old water meters helps ensure that Tucson Water can accurately track both individual usage for billing purposes, and also monitor and evaluate community water demands.

The following questions and answers are provided to help customers understand why the replacement program is needed and how it will operate.

Frequently Asked Questions

Where is my water meter?

All meters are below ground in concrete or cast iron meter boxes with lids. Meter boxes are typically located near the sidewalk or curb or in alleys or easements behind properties.

Why do water meters need to be replaced?

As with any measuring device, meters can become less accurate as they age. Many water meters are over 20 years old and are due for replacement.

Who will install the new meters?

Tucson Water has hired a private contractor, K E & G, to replace the old meters.



How will I know the installer works for you?

All installers will wear uniforms and drive a vehicle with the K E & G company logo, and will carry picture identification badges.

Will my water service be interrupted during the installation?

Yes, there will be a temporary interruption while the meter is being replaced - typically about 30 minutes.

Do I need to be home for the meter replacement work?

No, and appointments are not needed for the work to be done. The installer will check to see if anyone is home before replacing the meter. If someone is home and it is inconvenient at that time to have the water off, the installer will return at a mutually agreeable day and time.

How do I know if my meter was replaced?

The installer will leave a copy of this pamphlet with you or a copy will be left at your door.

What will the new meter cost me?

There is no charge for the new meter.

Will my water bill increase?

Older meters tend to run a little slower and may not measure all of the water going through them. Although the new meter will be more accurate, the increase in water measured through your meter will be small and should have a minimal impact on your water bill. However, the ability to more accurately monitor community water usage will help Tucson Water plan for our future water needs.

What about the plumbing from the meter to my house?

The customer is responsible for the repair or replacement of defective plumbing or deteriorating pipes on the customer side of the meter. When such conditions prevent the meter replacement, the customer will be advised of the repairs needed.

