



FOR IMMEDIATE RELEASE- Town replacing thousands of water meters

Jan. 2, 2020— In an effort to improve customer service for its water customers, the Town of Fort Mill is replacing more than 7,000 household and irrigation water meters throughout the town.

The new water meters will provide a wide range of benefits for customers, including near real-time meter reading, automated customer log-in modules, and the ability to detect leaks or high usage and automatically alert customers. The new meters will also have emergency shut-off capabilities, which will help minimize damage to homes in cases of water line breaks or other issues.

The Town was scheduled to replace the existing meters since they were reaching the end of their life cycle. Through the replacement process, the meters will change from manual read or drive-by radio read models to a new system that uses remote devices to regularly transmit readings to Town Hall. These new meters will create a more efficient system, reducing the time employees spend in the field reading meters and instead allowing them more time for maintenance and to respond to emergencies such as water line breaks.

The replacement project began recently by our contractor Vanguard Utility Service and will take several months to complete. Signage will be visibly displayed at each neighborhood entrance prior to and during the meter replacement process at that specific area. All new meters will begin working immediately, though online capabilities may not be fully functional until the middle of 2020.

Customers will be notified by Vanguard of a replacement at their home via door hangers or letters. Vanguard employees will be wearing uniforms and visible identification and will be driving marked vehicles. Please note that Vanguard and town employees do not need to enter customer homes to replace the meters. They will only need access to the equipment in a customer's yard. The Town of Fort Mill will also notify affected customers through our social media accounts and website.

For more information, please contact the town's Utilities Department at (803) 547-7158.

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