



# Water & Sewer Department

## TOWN OF SENECA FALLS

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### Water Meter Replacement Project FAQ's

The Town of Seneca Falls is beginning a major project to replace all water meters throughout the Town to ensure more accurate readings and upgrade to the latest meter technology. The following FAQ's will help residents and business owners plan for the replacement, and know what to expect.

**Why is my meter being replaced?** Over time, meters and registers will often lose their accuracy, resulting in inaccurate readings. The new meters will be equipped with Automatic Meter Reading (AMR) technology. This will save labor time, prevent reading errors, and minimize the need for Town employees to go on private property to retrieve water meter readings. AMR will also alert the Water Office to any potential leaks, or spikes in water usage at a residence or business for further investigation.

**Do I have to pay for this new meter?** No, there is no cost to the resident or business for this upgrade. However, failure to comply may result in surcharges and/or suspended water service. This is a mandatory upgrade to our water infrastructure.

**Who will be replacing my meter?** The Town of Seneca Falls has contracted with VEPO Metering and Sensus, a Xylem brand, to replace all water meters in the Town. The VEPO technicians will be clearly identifiable with a uniform, name badge, and vehicle markings. The new meters are distributed through Sensus, and are manufactured by Xylem (a local company).

**Where is my water meter?** Most water meters are located indoors, either in a basement, crawlspace, utility room, or even a garage. We will be replacing your current meter with the upgraded meter. Technicians will need clear access to the meter, with no blockages. They will not be required to move any materials that may be blocking meter access.

**How long does this take, and will my water service be interrupted?** Installation usually takes about an hour depending on meter location, and connecting your new meter to the interface unit. Your water service will be interrupted for approximately 15 minutes while new connections are being made. Once the water service is restored, the installer will attempt to purge any trapped air in the service line. If some air is left in the line, you may notice a sputtering sound the first time you operate a plumbing fixture. This should only last a few seconds, and will not cause any harm. The first few gallons of water may be discolored, simply let the fixture run for a minute to clear.

**How do I get an appointment to have my meter replaced?** Simply call or email VEPO Metering customer service at 1-877-860-8376 or email: [info@vepometering.com](mailto:info@vepometering.com) <https://utilityscheduler.com/scheduler/senecafalls> to schedule your appointment, please have your account number ready. Replacements are being scheduled Monday-Friday 8am to Noon, and Noon to 4pm. Evening and Saturday appointments will be available on a limited basis. A responsible adult, 18+, will need to be onsite during this process.

The Town of Seneca Falls thanks you for your cooperation during this water meter upgrade project. Please contact the Water Office with any questions or concerns you may have.