



CITY OF BEACON New York

WATER DEPARTMENT

845-831-3136

SERVICE ADDRESS: Sample Address

ACCOUNT #: xxxx-x

October XX, 2023

Dear Resident,

You are receiving this letter because the radio transceiver for your water meter must be replaced and upgraded. The City of Beacon has contracted with VEPO Metering to perform this necessary maintenance, which will allow for the City, residents, and property owners to have real-time access to their water usage and, further, to help prevent excessive water bills from otherwise undetected water leaks. This maintenance is a mandatory initiative for all property owners City-wide. Please schedule an appointment to have this maintenance performed within the next 30 days by either:

1) Visiting <https://utilityscheduler.com/scheduler/Beacon> and clicking on "Schedule Appointment."

Or

2) Calling 877-860-8376 and selecting the option for VEPO Metering in order to speak with a Customer Service Representative.

Appointments are available between the time windows of 8:00 a.m. and 12:00 p.m. or between 12:00 p.m. and 4:00 p.m. Monday through Friday. Please note that during the appointment the technician will require access to the inside of your home as most water meters are located indoors (often in the basement, cellar, crawl space, or utility room). The process is expected to take no more than one hour, and there may be a water service disruption while the work is performed. Please note, pursuant to the Beacon City Code § 219-15C, any failure to schedule the appointment within the 30-day timeframe provided and/or provide access to perform the necessary upgrade will result in a \$250 surcharge for each and every quarterly water bill until the new radio transceiver is installed.

For safety, residents that provide VEPO Metering with an email address during the scheduling process for their appointment will receive an electronic notification with a photo of the technician prior to the appointment. All VEPO Metering technicians will also be in uniform, have ID identifying themselves as an employee, and travel in an identifiable vehicle.

The City of Beacon appreciates your cooperation with this very important project. If you have any questions about this program, please don't hesitate to contact VEPO Metering at 877-860-8376 or by email at info@vepometering.com or the City of Beacon Water Department at the number below.

Sincerely,

Edward Balicki
Superintendent, City of Beacon Water Department
845-831-3136