



245 McDonough Road
P.O. Box 190
Fayetteville, GA 30214
770-461-1146
www.fayettecountyga.gov/water

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Dear Fayette County Water System Customer:

As part of an ongoing effort to deliver best-in-class service to our customers, Fayette County Water System is embarking on an exciting new project that will upgrade all water meters to advanced metering technology. This important project will make a big difference in how you manage your usage, control your bills, and are notified about potential leaks in your home or business. In addition to supporting environmental stewardship, this project will enable Fayette County Water System to provide enhanced customer service and improve operational efficiencies.

Fayette County Water System will be upgrading its water meters with E-Series Ultrasonic Meters manufactured by Badger Meter. The authorized installation contractor, Pedal Valves, Inc. (PVI) will complete the meter exchanges during the project.

As part of the metering system upgrade, you will have access to an application for viewing your water usage data. With this new tool, you may set up notification alerts for potential leaks or excess water usage to help avoid water loss leading to unexpectedly high bills.

In summary, the upgraded metering system will benefit our water utility customers by:

- Removing the need for a water meter reader to visit your premises
- Providing access to your water consumption information
- Allowing you to set an alert to detect potential leaks

The upgrade also provides benefits to Fayette County Water System that help us deliver the highest quality of water to you, including:

- Providing an energy efficient, accurate and cost-effective way to read water meters
- Delivering enhanced ability to identify potential problems
- Enabling the utility to increase water conservation efforts
- Helping the County operate the water system more efficiently

There's a lot to look forward to and it all starts with your new meter. While we are excited to begin this project, it will take time to upgrade every meter in our system. Most installations will take place Monday through Friday during regular business hours over the next two years. We have designed this project to minimize disruption for customers and will work hard to make this a seamless transition.

Throughout the implementation of this project, we will continue to provide safe, reliable drinking water. We will make every effort to minimize the disruption to your water service. Please be on the lookout for more detailed information as the project moved towards your service area.

Fayette County Water System would like to thank you, in advance, for your cooperation in making this a successful endeavor that benefits our entire community. We look forward to offering you an improved customer service experience!

For general information about our project and the capabilities of the new meters, we invite you to visit our website at www.fayettecountyga.gov/water.

Sincerely, Fayette County Water System