



July 1, 2021

Re: Automated Metering Infrastructure Program

Dear Valued Customer,

Winston-Salem/Forsyth County Utilities is proud to announce WaterSavvy, a technology program supporting our continuous efforts to provide you with the best customer service while modernizing our utility infrastructure. In partnership with our contractor Sensus, WaterSavvy will begin with a meter upgrade for all customers. These new meters wirelessly send water usage information and important service alerts directly to WSFC Utilities. This improved functionality reduces the need for staff to visit your home or business routinely. In the future, customers will have access to water usage, leak alerts and event notifications to manage their water wisely.

Customers can expect two visits over the next few months. An authorized representative from Concord Utility Services, a Sensus subcontractor, will inspect your meter box and ensure it is accessible. On a second visit, Concord meter technicians will upgrade your meter. All contractor employees will be recognizable by their vehicles, uniforms and photo identification badges. Meter technicians will attempt to notify customers before beginning work and will leave behind a door hanger after their visit with information on the work performed.

There will be no charge on your bill for this new meter. You do not need to schedule an appointment or be present for your meter upgrade. During the process, you will experience a brief interruption of water service for up to 30 minutes.

During the COVID-19 pandemic, WSFC Utilities and our contractor Concord Utility Services will follow all relevant public health guidelines to ensure your safety while we conduct our work.

If you have questions about your meter upgrade, please call City Link 311 or 336-727-8000.

For more information on the WaterSavvy program, visit cityofws.org/watersavvy.

Sincerely,

Courtney Driver, P.E.
Utilities Director
Winston-Salem/Forsyth County Utilities