

# Important Information Regarding Your Water Service

Dear Valued Customer,

The City of Monroe is working to upgrade all water meters in homes and businesses within the next three months. The City has contracted with Utiliuse whose technicians will soon be in your neighborhood to replace your existing water meter.

Meters must be replaced to continue receiving water service. Appointment times are available Monday through Saturday between 8:00 AM and 7:00 PM. You may also be asked to schedule an appointment directly by an installation technician or from a doorhanger left at your home or business.

We appreciate your cooperation and patience with us as we work to better serve you.

Thank you,

City of Monroe



206 W. Sherman Street, Monroe, IA 50170

## Please Consider:

- Your meter is located inside your home.
- An adult (18+) must be present.
- Appointments will last 30-45 minutes.
- Water service will be briefly interrupted.
- Make sure your water meter is accessible (no boxes or storage).
- Please keep pets away during installation.
- Check meter valves for leaks and operability. Any necessary repairs are the responsibility of the property owner.
- If you are not home, the installer will leave a door hanger with instructions to reschedule.
- Do not allow anyone into your home or business without a Utiliuse ID badge.

## *Schedule Your Meter Replacment Appointment*

You may receive a call from Utiliuse to schedule an appointment, however, please feel free to use either of the two convenient options below to schedule your appointment:

- Call us toll free at (844) 257-7806
- Visit us online at [www.utiliuse.com/monroe](http://www.utiliuse.com/monroe)

*Be sure to schedule with us soon before the preferred appointments times have been filled!*

