



# BOROUGH OF HANOVER

# WATER METER

# SERVICE UPGRADE

**Beginning January 2023 and continuing until completion, likely for the next several years, the Borough of Hanover will be replacing all water meters with new Neptune<sup>®</sup> meters with Automated Meter Reading (AMR) capability.**

The following FAQs may answer questions meter customers may have regarding the project.

## **Why are the meters being replaced?**

The size of the Hanover Borough water system, and corresponding number of meter units, has grown to a point where it is no longer feasible to manually collect water readings in a timely and accurate manner. Also, the Borough believes that customers will benefit from being able to monitor their water usage (via web platform or mobile app) in order to better manage water bills.

## **Am I required to participate and to have my meter service upgraded?**

Yes, participation in the upgrade is **mandatory**. The technology of all of customers, both residential and commercial, will be upgraded.

## **Is there any cost to me for the meter replacement?**

No, there is no direct cost to you for the meter replacement.

## **What am I required to do?**

You will be notified by either the Borough of Hanover or a third-party plumbing vendor about scheduling an appointment to have your meter replaced.

To prepare for your appointment, please keep the following in mind:

- All pets must be secured.
- Plumbing must be in working order.
- Three feet of space must be cleared around the inside meter and/or outside reading device location.
- For inside installations, an adult, 18 years or older, must be present. If your water meter is located outside, no one is required to be present, and the installer will leave notification that your installation has been completed.
- If you are a rental property owner or manager, you should notify your tenants of the installation appointment. Please inform them that a brief interruption in water service may occur during the meter upgrade.

## **Who will be doing the installations?**

Various vendors may be performing the installations including:

The Borough of Hanover

LENEGAN Plumbing & Heating, LLC (LPH)

## **How long will the installations take?**

In most instances, installation should take less than an hour, though some installations may take longer.

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### How can I be sure that the installer works for the Borough?

Installers will carry two forms of photo identification:

- A company picture ID badge
- A Borough of Hanover "Authorized Contractor" badge.

Customers are encouraged to ask for identification from anyone who comes to their door. Follow the rule:

#### **"No Identification = No Entry".**

All service vehicles, in addition to having the company's logo, will have the "Authorized Contractor" Hanover Borough logo. All installation activities will be registered with the local police department and the Borough of Hanover utility customer service staff.



### How does the technology work?

Each water meter will be connected to a small device which will read the meter several times a day and send a low-powered radio signal to electronic collectors throughout the service area. Most of the meters will utilize a "fixed" antenna (collector) network. For the areas beyond the network, a "mobile" collector may be used. An antenna will be contained inside a mobile unit in a meter reader vehicle, which will send a signal to the meter devices. The devices will read the meter and send a signal back to the mobile collector. The signal will include all information needed to record water usage, therefore eliminating the need for meters to be read manually.

### How will AMR technology impact my water bill? Will my bill go up?

As water meters age they run more slowly and inaccurately register water usage. AMR technology ensures that all customers pay for the water they use – no more and no less. Some customers may notice an increase in their water bill because the new meter is now accurately measuring water usage, while the old meter was under-registering usage. In addition, AMR technology can help identify irregularities in water usage (such as leaks, damaged or broken meters) before the problem shows up on your bill.

### What if I have questions about my last meter reading before my upgrade?

Images will be taken of the old register, should any questions arise about the last reading.

### Will my data be secure with AMR technology?

Security measures will be in place to protect water-use data and will be periodically reviewed and updated. Information transmitted contains the meter serial number and consumption data, only. No identifiable homeowner information is transmitted.

**The Borough greatly appreciates the cooperation of each resident and business owner through the completion of this important project.**

For more information about the meter service upgrade please visit the Borough's website address ([www.HanoverBoroughPA.gov](http://www.HanoverBoroughPA.gov)) or call the Borough of Hanover Administrative Office: 717-637-3877 ext. 1012 or the Borough of Hanover Water Meter Department: 717-632-1214 ext. 3004