



Village of Carol Stream

FRANK SAVERINO, SR., MAYOR • ROBERT MELLOR, MANAGER
500 N. Gary Avenue • Carol Stream, Illinois 60188-1899
(630) 665-7050 • FAX (630) 665-1064
www.carolstream.org

December 9, 2022

Dear Resident:

The Village of Carol Stream is undertaking a program to replace aging Automated Meter Reading (AMR) devices. AMR's are attached to the water meter in your home or business and transmits meter consumption data to the Finance Department for billing purposes. These devices are powered by a battery and many of the AMR's in the system have exceeded their life expectancy. We will start with the oldest AMR's and replace approximately 8,400 units over the next 2 – 3 years. **In order to avoid an interruption in your water service, it is important that you contact us.**

According to our records the AMR in your home or business has exceeded its life expectancy. Therefore, we need to schedule an appointment to replace the AMR in the coming weeks. Please contact the Carol Stream Public Works main office **in the next ten (10) days** to set up an appointment for a Carol Stream Public Works employee to replace the AMR.

The AMR and water meter are typically found in the basement or crawlspace. Removal and replacement of the old AMR typically takes about 20 minutes, and there is no charge.

Please call the number below to speak with a staff member who can set up your appointment and answer any questions that you may have.

<p style="text-align: center;">Carol Stream Public Works AMR Replacement Program <u>630-871-6260</u> 7:00 am to 3:30 pm (office hours)</p>
--

NOTE: We will make accommodations for any customer who has serious concerns about possible COVID-19 virus transmission. But you must contact the number above and discuss these arrangements to avoid interruption of water service.

Sincerely

Phil Modaff
Director of Public Works