



[Utility Customer Name]

[Address 1]

[Address 2]

[Address 3]

**WHAT:** Required Large Meter Survey and Testing Program

**WHEN:** December 2019 through May 2020, Monday through Friday, 8 a.m. to 5 p.m.

**WHO:** Toledo Water Customers with three-inch meters and larger

**HOW:** Call 888-481-0098 for an appointment or go to [www.mesimpson.com/toledo](http://www.mesimpson.com/toledo)

Dear Toledo Water Customer,

The City of Toledo is investing in advanced metering infrastructure to increase billing accuracy, eliminate estimated reads, provide leak detection, and other benefits. The city has partnered with Johnson Controls on this project.

Johnson Controls' subcontractor, M.E. Simpson, will survey and test all existing 3-inch and larger meters in our service area to determine overall condition, and to verify that each meter meets the city's service requirements. Surveying and testing will take place from December 2019 through May 2020, Monday through Friday, 8 a.m. to 5 p.m.

**Please call 888-481-0098 as soon as possible** to schedule an appointment so that we can complete the survey and testing of the water meter(s) at your site. Or go online to [www.mesimpson.com/toledo](http://www.mesimpson.com/toledo) to select your preferred appointment time. Enter your unique Account ID# [XXXXXX] to set up an appointment.

**What you need to know:**

- Technicians will require access to the water meter(s) at your business.
- The area around the meter(s) should be clear and accessible. All Valves should be in working order.
- Please notify us of any special access requirements, such as safety training or background checks, when making the appointment by calling **888-481-0098**.

Johnson Controls only hires experienced meter testing contractors. All surveyors and testers will have company identification, hi-visibility safety vests with project logo, and travel in vehicles also marked with the project logo, identifying them as a part of the project team. All surveyors and testers will have successfully completed a criminal background check.

Please contact the Toledo Public Utilities Industrial Desk at 419-245-1827 for more information. Thank you for being our customer and for your assistance with this major project.

Toledo Public Utilities