

VILLAGE OF RIVER GROVE
2101 WEST STREET
RIVER GROVE, IL 61071
(708) 452-7055



Date

Current Resident
Service Address
River Grove, IL 60171

Account Key Code: XXXXXXXX

Dear Water Customer:

In an overall effort to modernize and better service our residents; the Village of River Grove has purchased new water meter reading software. This new software (Beacon) will allow the Village and the residents to access water management tools, monitor their usage and provide earlier detection of water leaks. All the Village's water meter registers and transmitters will need to be replaced. Your service address at **SERVICE ADDRESS** needs to be replaced.

The replacement will take approximately 30 minutes and is MANDATORY. Upon receipt of this letter, residents are requested to schedule your appointment online within the next 5 days. The Village has contracted Calumet City Plumbing to perform the installations.

**The Village will pay the cost of the new meter and the installation.
Water customers will not be billed for the new meter heads.
To avoid possible water service interruption, make an appointment today.**

Flexible Timeslots Available:

**Monday through Thursday from 8:00 AM to 12 PM (noon), 12 PM (noon) to 4:00 PM and 4:00 PM to 6:00 PM
Saturday from 8:00 AM to 12 PM (noon) and 12 PM (noon) to 4:00 PM
An adult age 18 or older is required to be onsite during the replacement.**

Please schedule an appointment online at www.ccp1967.com – Select the tab at the top "Water Meter Appointments", then select River Grove and follow the instructions. Your Key Code at the top of this letter will need to be entered to gain access to the available appointments.

Or, call our scheduling contractor, M.E. Simpson Company, Inc, at (888) 252-1521 and schedule your appointment. Their scheduling personnel is available 24 hours a day, 7 days a week.

There will be NO water interruption during the replacement of the register head and transmitter. Please be sure to have the area around your water meter clear and accessible.

Each Calumet City Plumbing representative will present an identification card to residents before asking to enter the home. Do not admit anyone into your home that does not have a picture identification card. If you are not sure whether the individual works for Calumet City Plumbing, you may call the River Grove Public Works Department at (708) 452-7055.

PRESIDENT
DAVID B. GUERIN
VILLAGE CLERK
MARJORIE A. MANCHEN
COMPTROLLER
GREG PETERS

PUBLIC WORKS DIRECTOR
BROCK LEDER
WATER & SEWER SUPERINTENDENT
JOHN (BUCKY) BJORVIK