

# UTILITIES NOTIFICATION



## WATER METER SYSTEM CHANGES

ROLLOUT SCHEDULE	URGENT INFORMATION NEEDED FROM OUR RESIDENTS	WHAT IS HAPPENING
<p>Effective December 12, 2023</p>	<p>Please call us if:</p>	<p>Additional Steps</p>
<p>The City of Hudson Oaks will be replacing the water meter at every Hudson Oaks business and residential customer location. This includes customers inside city limits, outside city limits, and in the Dyegard water system.</p> <p><b>What does this mean for our customer?</b></p> <ol style="list-style-type: none"> <li>Contractors will be installing new water meters beginning December 12, 2023. They will need access to the property to install the meter.</li> <li>During the actual installation, your water will be turned off. If we see water being used when we arrive, we will knock on your door to let you know we are turning the water off. If no water is being used at the time, we will move forward without knocking. Our goal is to change the meter as quick as we can and move on to the next property.</li> <li>Blackboard Connect is used to notify our residents when we have information we need to disseminate. If you want updates and/or notifications of when the contractors will be working in your part of town, please make sure you have setup your Blackboard Connect notifications. You can signup by going to our website at HudsonOaks.com</li> </ol>	<p><b><u>Dialysis Patients:</u></b></p> <p>If you are on dialysis and are a water customer of the City of Hudson Oaks it is imperative that you contact us at 682-229-2402 before December 12, 2023.</p> <p><b><u>Special Needs:</u></b></p> <p>If you have any other special needs or medical concerns that we need to be aware of that requires access to water, please provide that information to us by calling at 682-229-2402 prior to December 12, 2023.</p> <p><b><u>Landscaping:</u></b></p> <p>If you have any landscaping that you want protected from damage near the water meter, you must remove it or trim it back yourselves. The City is not responsible for replacing or removing landscaping and is not responsible for any damages caused to landscaping during this installation.</p>	<p><b><u>Water Billing:</u></b></p> <p>This will not affect your water rates. However, because we are replacing meters, it is possible that your current meter may have stopped working, or has been reading incorrectly. Please reach out to Joni at 682-229-2461 after you have received your first bill if you have concerns.</p> <p><b><u>Sewer Averaging:</u></b></p> <p>This is your annual reminder that we do sewer averaging for our residents from November 10 – February 10<sup>th</sup> each year. The water you use during this time will determine your sewer bill for the next 12 months.</p> <p><b><u>Newsletters:</u></b></p> <p>The city communicates a lot of important information through social media avenues and through our City newsletter. Please be sure to read through the newsletter each month for important information. We will communicate new ordinances the Council passes, new water, trash and/or sewer rates, event information, holiday schedules, trash schedule changes, etc.</p>