



HUDSON
MASSACHUSETTS

METER REPLACEMENT PROJECT TOWN OF HUDSON MA

FREQUENTLY ASKED QUESTIONS



AUGUST 11, 2023
TOWN OF HUDSON
1 Municipal Dr, Hudson MA-01749

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TOWN OF HUDSON

WATER METER REPLACEMENT AND SUMP PUMP SURVEY

The Town of Hudson has initiated a comprehensive water meter replacement program to:

- Improve the efficiency of water meter reading and utility billing
- Eliminate the need for estimated bills
- Provide a method to check for potential leaks within their homes
- Investigate sources of extraneous flow to the Town's sewer system

WHAT IS THE METER REPLACEMENT PROJECT?

This town wide project will replace old meters with new, industry tested water meters that will allow the Town of Hudson to obtain meter readings without coming into or walking around your property. DPW staff with handheld receivers will capture meter information as they pass through your neighborhood. In addition, the new meters will provide users with possible leak detection information.

WHO WILL BE REPLACING THE METERS?

The Town has contracted with Mass Installation, Inc. a private contractor who will perform most of the meter replacements and sump pump investigations. Mass Installation, Inc., MII, has worked in several other communities in the area and is committed to completing this project with the minimum amount of inconvenience to Hudson customers.

HOW IS THIS PROJECT FUNDED?

The Water Meter Replacement Project is being funded through the Town's Capital Improvement Program. The meters will be replaced in existing properties at no additional cost to the owner.

WHERE IS MY WATER METER?

Your water meter is most likely located in your basement or crawl space, usually along the front wall where your water service (pipe) enters your property from the street. Please ensure that the path to the meter is clear for the installer.

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CAN YOU EXPLAIN THE METER REPLACEMENT PROCEDURE?

Mass Installation, Inc. and the Town intend to roll out this project in multiple phases, correlating with the different billing routes. MII will notify residents in each phase via a mailed post card. Please do NOT call to schedule an appointment unless you have received the notification to do so. Once you receive this card, please follow the instructions and use the contact information, to schedule an appointment with MII as soon as possible.

MII representatives should arrive within their scheduled appointment period, unless they are running late and they will notify you accordingly. All MII employees have a company-marked vehicle and uniform and will have official Mass Installation Inc. identification. Do not let anyone into your property without proper identification. If you have already received the meter change out notification and if the MII representatives are in the neighborhood, they may approach you for your availability. Please verify identification before allowing anyone into your property.

Typically, the meter change out is a simple procedure that should take no more than 30 - 45 minutes. The MII installer will remove the old meter (typically in your basement) and the exterior wall unit, install the new meter and wall units and test the meter signal with a handheld receiver. If the set-up is such that the signal cannot be read from the street, MII will reset the installation.

On rare occasions, your water main shut off valves may need replacement in order for the meter to be changed. If needed for a proper shut down, MII will replace the shut off valves prior to the meter. Any plumbing repairs after the meter are the responsibility of the property owner. In the event that the interior plumbing is in disrepair such that the contractor is not able to replace the meter, MII will notify the property owner, who must then contact a licensed plumber. Once the repairs are completed, you will need to reschedule the meter replacement appointment with MII.

MII personnel will record the reading on the existing meter, photograph the old and new meters, and restore the work area to the original condition.

The property owner will be provided information pamphlets for "How to read your new meter" and information on proper installation of sump pumps to ensure stormwater does not load our Town's sewer system and treatment plants.

Please be advised that there may be some trapped air or slight discoloration in the water line as a result of turning the water off and on. This should clear up after running your cold water tap for a few minutes. You may hear some noise as the air exits spigots and fixtures. This is normal. If the problem persists, please contact the Hudson Water Division at (978) 562-9333 ext. 318.

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WHAT ELSE DOES THE CONTRACTOR DO DURING THE VISIT?

MII personnel will also check your basement or lowest level for any sump pumps. If your property has a sump pump the contractor will be inspecting the pump discharge to ensure that it is not connected to the Town's sewer system. The Town of Hudson is required to locate any excess volume of water in our collection system that does not need to be treated at the Waste water treatment plant. Stormwater that is pumped into the sewer system directly increases the Town's sewer rates to each customer. Removing any illegal connections reduces potential overflows and sewer backups.

WILL YOU BE REPLACING MY SECOND METER?

Every address has just one Town meter. Multiple units within the building may have multiple meters, all water meters in your property that receive a bill from Town of Hudson will be replaced. Note that if there are any sub-meters installed by a property owner for their multiple tenants, those sub-meters are not the responsibility of the town and will not be replaced.

DO I NEED TO DO ANYTHING TO PREPARE FOR THE INSTALLATION?

Before you make your appointment, please check that your meter is accessible. When the MII representative arrives, feel free to ask for proper identification before you show the installer where your meter is located.

Please keep the meter area clear for the installer and ensure that pets are secured during the installation appointment.

Someone over the age of 18 must be present to allow the MII installer access to the existing meter.

If your property is a rental property, it is imperative to ensure that the tenant is aware of the appointment and follows these guidelines.

DO I ALREADY HAVE A NEW METER?

If you had your meter replaced within the last 1 year you may not need a new meter. We have your records updated in our accounting system, you will not be receiving a meter change out notification if you have an updated meter. If you are unsure, please contact the Hudson Water Division at (978)- 562-9333, ext. 318.

IS THERE ANYTHING HAZARDOUS INSIDE THE EQUIPMENT?

No, only ordinary electronics and batteries are inside the equipment. The batteries have a 20-year expected life.

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WHAT IF THERE IS A LEAK AT THE METER, OR ANOTHER PROBLEM AFTER THE METER HAS BEEN REPLACED?

To report a leak at or near the meter after the new meter has been installed, please contact MII at their 24 hour Toll-Free Emergency line (1-800-933-1360) as soon as possible for a timely response to the issue. If the leak is substantial, or if it is after office hours please call the Hudson Police Department at 978-562-7122 immediately and they will contact the Hudson Water Division.

HOW DO I CHECK FOR LEAKS WITHIN MY HOME'S PLUMBING SYSTEM?

1. Check your indoor and outdoor faucets for small drips.
2. To check your toilet tank for leaks, place a few drops of food coloring in the toilet tank. Without flushing, if the water in the bowl changes to the color of dye used in the tank, you have a leak. Seek assistance from a licensed plumber to fix all leaks since even small leaks can cost a significant amount of money.

Please be reminded that you are responsible for all water that passes through the meter so careful monitoring of water usage and benefitting from the functionality of the new meter is useful in minimizing your utility expenses.

HOW DOES THE METER READING SYSTEM WORK?

The system works via wireless signals sent from a small radio unit connected to the water meter. The radio unit sends the meter reading to a mobile collector unit used by the Department of Public Works Water Division as they drive through the area.

The new meters will not affect your health or your privacy. The wireless portions of the system operate according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area.

The only information transmitted from this equipment is the water meter reading.

Each radio frequency device has a unique identification number which is transmitted with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

WILL THE RADIO TRANSMITTER INTERFERE WITH MY TELEVISION, CORDLESS PHONE, GARAGE DOORS OR PACEMAKER?

No, the radio transmissions occur on a frequency different from those used by television signals, cordless phones, garage doors and pacemakers. This transmission is regulated by the FCC. The radio signal is only active when the meter reading takes place. This is less than a few seconds per billing cycle.

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WHAT HAPPENS WITH THE CURRENT METERS AND EQUIPMENT?

The existing meters will be recycled. As is currently the case, the new water meters are the property of the Hudson Water division and the Town will continue to perform any unexpected maintenance on these units in the future.

WHAT IF I DO NOT WANT MY METER REPLACED?

This is a Town-wide mandatory program. The Hudson Water Division has the right and responsibility to access all premises for water meter work. Failure to schedule your appointment may result in estimated bills until such time that the meter is replaced.

WILL THE TIMING OF MY WATER BILLS CHANGE?

There will be no change to your quarterly billing period. Note that the first bills after a meter replacement will have 2 lines of water readings. One line showing usage recorded by the old meter and the second line showing usage recorded by the new meter within the 3-month period.

HOW CAN I TRACK MY WATER USAGE AFTER THE NEW METER IS INSTALLED?

There are multiple ways to review your water usage. One is to review the readings recorded in your water bill, and the other is to read your own meter at the same time everyday to track how much water has been used on a daily basis.

HOW CAN I READ MY METER?

After the new meter is installed, you can use the meter reading guidelines from the link here: https://www.tisales.com/wp-content/uploads/2021/08/How-to-read-procoder-register_02.18.pdf

IS THERE ANY SPECIAL CARE OR MAINTENANCE THAT I NEED TO DO TO MY NEW METER?

Make sure that your water meter is not prone to winter freeze, besides that a water meter does not require any maintenance by the property owner.

WHAT TYPES OF NEW METERS WILL BE INSTALLED?

Most residential properties and some commercial properties have below 1" water meters - this means they will receive a new Neptune Pro-coder meter and wall mount register. Product details: <https://www.tisales.com/products/procoder-register/>

Some residential properties and most commercial properties have 1" or bigger meters – this means they will receive a new Neptune E-coder meter and wall mount register. Product details: <https://www.tisales.com/products/e-coder-register/>

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WHAT CONSTITUTES A LEAK?

Leaks are categorized in two types (Intermittent leaks and continuous leaks).

Town of Hudson will be able to conduct a data log which records continuous / intermittent leaks and the resident can obtain this report. However, please note that the data log only records the prior 3 months of data. When you review the data logs, keep in mind that all algorithms are set to factor out typical day-to-day water usage such as ice makers, sprinklers, etc. A day is divided into 96 15-minute intervals. If all 96 15-minute intervals show water usage, this constitutes a continuous leak. If 50 to 95 of the 15-minute intervals show water usage, this constitutes an intermittent leak.

Leaks can result from various circumstances. To better help you identify a possible leak, Table 3 contains some common causes of leaks.

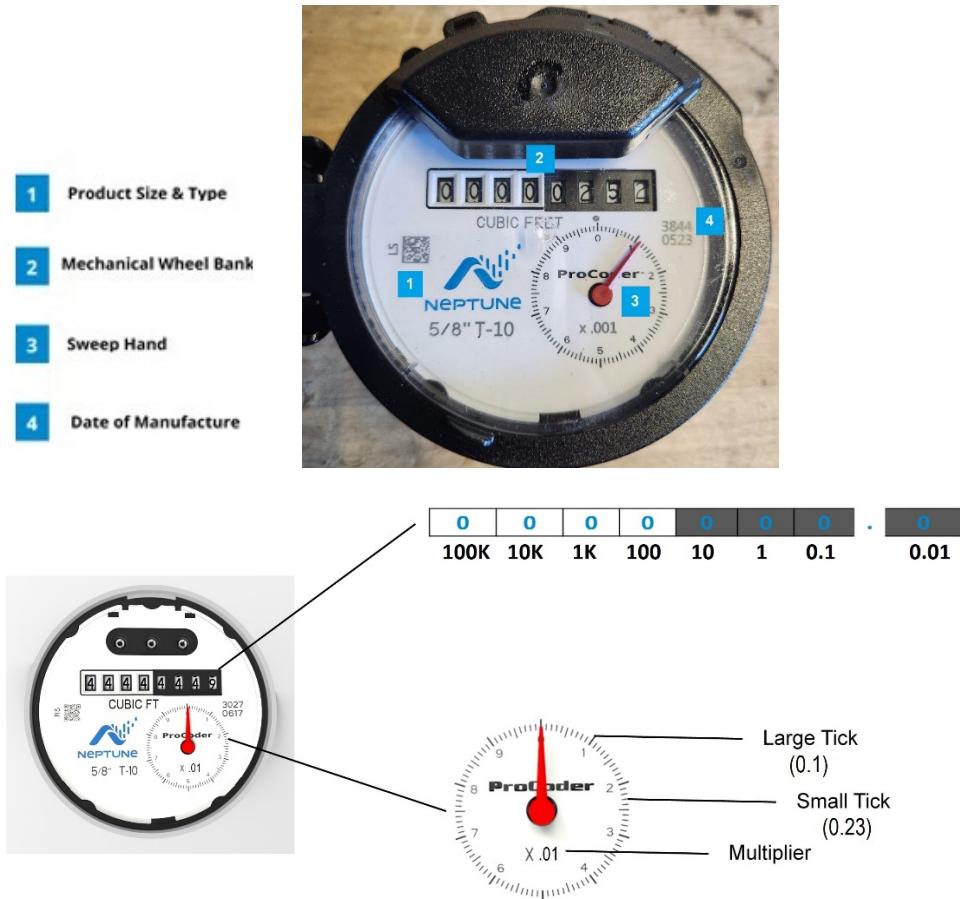
Possible Leak identified in scenarios	Intermittent Leak	Continuous Leak
Outside faucet/ spigot, sprinkler system leaking	Yes	Yes
Toilet valve not sealed properly	Yes	Yes
Toilet Running		Yes
Faucet in Kitchen or Bathroom leaking	Yes	Yes
Ice maker leaking		Yes
Soaker hose in use		Yes
Leak between the water meter and the house		Yes
Washing Machine leaking	Yes	Yes
Dishwasher leaking	Yes	Yes
Hot water heater leaking		Yes
Continuous automatic pet feeder		Yes
Water cooled – air conditioner or heat pump	Yes	Yes
Filling a swimming pool		Yes
Any continuous use of water for 24 hours		Yes
Watering the yard for more than 8 hours.	Yes	Yes

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HOW DO I KNOW IF HIGHER WATER USAGE MAY BE A RESULT OF A LEAK IN MY PLUMBING SYSTEM? Please note, the below is a standard 5/8-inch procoder Neptune meter. If you have a different size meter, it may look a little different. The various Neptune meter specifications are available on the Neptune website: <https://www.neptunetg.com/products/watermeters/>

If you'd like to identify a leak through the new meter, here are steps to follow: Familiarize with your new Neptune pro-coder meter. To determine if water is in use, complete the following steps:

1. Look at the mechanical sweep hand



2. Turn off all faucets, showers, dishwashers and washing machines in the house. Make sure no one is using the toilets. You must ensure no water is running. Now determine which of the following conditions exist:

The sweep hand is moving slowly in a clockwise direction.	Water is running very slowly. (typical of a leak)
The sweep hand is moving quickly	Water is running
The sweep hand is not moving	Water is not running

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