



Re: **DISCONNECTION NOTICE**

Name***

Address****

Property location

Dear Utility customer

A letter was sent to your residence (attached) in early March of this year explaining the need to replace the water meter that services this property along with the process and reasons why. The Village of Germantown through PMI (Professional Meter Inc.) has mailed three separate install cards requesting you to call them for an appointment.

Per PSC code 185.37(2) (e, f) (h) We request you IMMEDIATELY CALL PMI at 1-855-215-5122 between the hours of 7am-6:30pm Mon-Thurs, or 7am-5:30pm Friday, or 8am-1:00pm Saturday to make an appointment. You will have a 10-day grace period to comply and to avoid the inconvenience of service interruption or additional charges for reconnection and overbilling on your water bill due to the meter not being able to be read.

The disconnection will be held off for 21 days IF there is serious illness in the home.

“This will help enable the occupant to produce from a licensed Wisconsin physician's a required statement or notice from a public health, social services, or law enforcement official which identifies the medical or protective services emergency and specifies the period of time during which disconnection shall aggravate the circumstances”.

A property owner may also appeal the shut off to the Public Service Commission at 1-608-266-5481 or online at

[PSC Log A Complaint \(wi.gov\)](http://www.wisconsin.gov/PSC/LogAComplaint)

Thank you for your compliance.

Germantown Water Utility



VILLAGE OF GERMANTOWN
N112W17001 Mequon Road,
PO Box 337
Germantown WI 53022-0337

Dear Utility Customer,

The Germantown Water Utility has been systematically replacing water meters throughout the Village because some of the old meter equipment has begun to fail. Further, the Utility was recently informed by vendor that supports the Utility's meter reading equipment that the vendor would no longer be servicing the equipment. Accordingly, the Utility has decided to undertake a project to replace the remaining 2,900 meters this year.

In order to assist with this large undertaking, the Utility has contracted with Professional Meters, Inc. ("PMI") to provide staff to complete the meter replacements. PMI is a national company with significant experience in projects like this one for water, gas and electric utilities across the country. The project is slated to begin in April and will take around 3 months to complete.

Your meter is included in this project. In April-May of this year, PMI will send out contact cards which will have information that will allow you to schedule an appointment with them for the replacement of your water meter. You will be able to schedule appointments either online, or over the phone. Neither the Utility nor PMI require sensitive personal information such as social security numbers or bank account info, so please do not give this information out to anyone during the project. The only information necessary for this process is your name, a contact phone number, your address, date and time of the appointment.

At the time of your appointment, someone over the age of 18 is required to be onsite. Additionally, PMI will need clear access to your meter, so you should remove anything blocking the meter prior to the appointment. Please note that the two valves (one below and one above the meter) are your property. These valves are used to shut down the water at the meter and if they have never been turned, they can break causing you to be out of water. Therefore, we encourage you to exercise the valves prior to your appointment by turning them. If you are aware of your valves not working, we encourage you to take care of it before your meter install appointment. As part of the meter replacement, if a valve is not functioning, it can be replaced by PMI and the cost of the replacement will be billed to the property owner.

If both valves work the install should take no longer than 10-15 minutes to complete. PMI will also take the final meter reading from your old meter. Because of the meter reading failure from the old meter system, your water bill for the last few billing periods may have been an estimated bill, resulting in an over or underpayment compared to actual usage. Note that if you have overpaid, that overpayment will be returned to you. The Utility will be unable to maintain that amount as a credit on your account.

Under both the Village Code and Wisconsin Public Service Commission rules, your participation in this project is required. Failure to participate will result in inaccurate bills and, potentially, the discontinuance of water service to your property.

If you have questions prior to the start of your making an appointment, I can be reached via email at phaugen@germantownwi.gov or call the Water Utility office at 262-253-8254. For any billing questions you can reach out to Crystal at cbartz@germantownwi.gov or 262-250-4703. All appointments will go through PMI.

We look forward to your cooperation with this meter replacement project.

Thank you