

July 2014

Dear District Customer:

This letter is to notify you that your Lakewood Water District will be replacing its outdated and inefficient water meters with new meters and an Advanced Metering Infrastructure (AMI) system for our District. This is part of our ongoing commitment to provide you with the very best service and high-quality, safe, clean water through cost-effective, innovative systems.

This project includes replacing nearly every residential and commercial meter within the District's boundaries, which include Lakewood and a part of unincorporated Pierce County, with new, state-of-the-art technology that can wirelessly communicate usage data to the District and to you, our customer, if you wish. We'll be starting the upgrade around the third week in July with Apex Construction as our contractor. It may take up to 7 months for Apex Construction workers to completely replace all the District's inefficient meters. Once installed, the AMI technology will be able to collect multiple remote meter reads per day, allowing for better leak detection and improved customer service by allowing you to monitor/manage your water usage in real time.

Since it could take up to 7 months to complete the project, we will be sending postcards to you two weeks in advance to let you know when Apex Construction will be coming to your neighborhood to replace your meters. There will be only minor interruptions of water service for 10 to 15 minutes as the contractor switches the old meter out and installs the new meter.

Providing safe, reliable drinking water will remain our highest priority throughout the project. If you have any questions or feedback, you can either visit our website or contact us directly. On our website at www.lakewood-water-dist.org, please follow the "AMI COMING TO TOWN!" meter box icon/link to take you to more information on our AMI Meter Replacement Program.



AMI COMING TO TOWN!

There you will find updates and be able to track the progress of installation of the meters on a weekly basis. We look forward to the many benefits coming our way with this new system to be able to serve you better.

Sincerely,

Randall M. Black
General Manager

[LWD return address]

AMI Meter Replacement Program
Coming to Town!!

[name, address of customer]

