



DETROIT WATER & SEWERAGE DEPARTMENT

Water Meter Reading Upgrade

FAQ

What is the Water Meter Reading Upgrade Project?

The Detroit Water and Sewerage Department (DWSD) is upgrading the automatic meter reading device that is located on the outside of houses and buildings. The device is a small box and sends hourly readings from the water meter located inside the house or building to the DWSD billing system.

Why is DWSD doing this project?

Similar to mobile phones, computers, TVs and other devices we use every day, technology changes. The meter reading device must be updated to maintain its reliability, efficiency and effectiveness. In addition, the current device is no longer available on the market. In the future, DWSD will be unable to make repairs, service new customers, or collect readings using the current device.

What's in it for me?

1. The automatic meter reading upgrade allows DWSD to continue to collect real-time and accurate meter readings to issue the water and sewerage bills based on actual usage recorded at the meter. Otherwise, obsolete equipment will result in estimated usage reflected on the monthly bills.
2. Leaks can continue to be identified through higher than normal water usage reports using the readings from the device so you can make repairs quickly and avoid higher than normal bills.
3. You can continue to monitor your individual water usage through the DWSD online customer portal to manage the amount spent for water and sewerage services.



Old device currently being used on house



New device to be installed

Will my bill increase because of this project?

No. The project's cost is budgeted through the rates already charged for water and sewerage services, as approved by the Board of Water Commissioners annually. There will not be any special service charges or fees added to your bill. If you currently have estimated bills, an outdated meter or a cut meter wire, it's possible your first bill after the meter reading upgrade will increase for that month to catch up to unbilled usage.

How will this device affect my brick/siding/covering?

In most cases, the upgraded device will be placed at the same location as the existing reading equipment. Your brick or siding should not be affected by this work. A specially-designed mounting bracket will be used that makes use of the same drilled holes and covers the same area as the existing device.

For any questions about the work, the worker's ID or the project, call DWSD Customer Service at 313-267-8000 or visit detroitmi.gov/meter.

