



## PRESS RELEASE

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### DETROIT WATER AND SEWERAGE DEPARTMENT EXPANDS EAST SIDE PHASE OF NEW WATER METER INSTALLATION

**DETROIT**—The Detroit Water and Sewerage Department (DWSD) is expanding its program of installing new automated water meter technology in homes on Detroit's east side with the goal of completing the process east of Woodward Avenue in the next six months.

The Detroit Water Automated Meter Reading (AMR) program is a citywide DWSD initiative to install new automated meter reading technology in every Detroit residence and business. There is no charge to customers for this service.

The new technology, already in use in some homes, provides timely, accurate meter readings that eliminate estimated bills, and ensures that every customer is billed fairly. The technology also eliminates the need for time-consuming manual meter readings and automatically transmits readings to DWSD headquarters, providing real time information to customer service representatives.

DWSD has launched a comprehensive notification effort, including mailings, phone calls and on-site visits, to ensure residents and businesses are aware of the program and understand the requirement to schedule installation appointments.

To complete installation on the east side, during the next six months customers east of Woodward Avenue and south of Eight Mile Road will receive, by mail, an Installation Alert announcing the program is in their neighborhood and providing scheduling instructions.

"It is important for customers to understand that technicians are only authorized to install the new automated equipment," said George Ellenwood, DWSD public affairs division assistant director. "They will not deal with billing issues and are not authorized to discontinue service if customers are behind on their bills."

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Customers are asked to schedule appointments, which will take approximately 45 minutes and are available during business hours, evenings and Saturdays, by contacting the Detroit Water AMR Call Center at (866) 217-2359 or (313) 372-2100. An adult must be present during the installation. Uniformed technicians will arrive within two hours of the scheduled appointment. All technicians will drive a Detroit Water AMR marked utility vehicle, and will carry a photo identification card.

The installation program began in December 2007 and will continue for three years until all 275,000 Detroit residences and 3,000 businesses served by DWSD are equipped with automated water meters. To date, more than 20,000 homes and 1,200 businesses have been upgraded.

As each new meter is installed or retrofitted, it is connected to a small transmitting device located outside each residence and business. The device will transmit an updated water meter reading up to six times a day through a neighborhood antenna to DWSD's central office.

For more information visit [www.detroitwateramr.com](http://www.detroitwateramr.com) or contact the Detroit Water AMR Call Center at 1(866) 217-2359 or (313) 372-2100.

*DWSD is a city department that provides water and sewerage service to the Detroit area. The third largest department in the country, DWSD provides water service to approximately one million people in Detroit and three million people in neighboring southeastern Michigan communities throughout Wayne, Oakland, Macomb, St. Clair, Lapeer, Genesee, Washtenaw and Monroe counties. The 1,215-square-mile water service area includes Detroit and 125 suburban communities while wastewater service covers a 946-square-mile area encompassing Detroit and 76 neighboring communities.*

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