



City of Livingston, Texas

A Texas Main Street City Since 2005

200 West Church Street, Livingston, Texas 77351-3281

Telephone: (936) 327-4311

Fax: (936) 327-7608

www.cityoflivingston-tx.com

August, 2023

Dear City of Livingston Water Utility Customer,

The City of Livingston will begin a meter conversion project for all of its residential and commercial water utility customers. This project will take several months to replace all 3,500 water meters throughout the City's water utility system.

The City of Livingston is working with Ameresco and their subcontractor Pedal Valve (PVI) to replace outdated manual meters with upgraded meters as part of an Advanced Metering Infrastructure (AMI) project. This project will upgrade and modernize the City's water billing infrastructure. Customers will have access to more frequent detailed information about water consumption, enabling you to have better control over your water usage and monthly bills.

Here are a few important facts to know:

- Ameresco and PVI employees will be properly identified with their company logo on their vehicles as well as their uniforms.
- Contractors will not have to enter homes at any time to perform work.
- In most cases, the work will be performed Monday - Friday from 7:00 AM to 7:00 PM. There may be some work performed on Saturday.
- The installation typically takes less than 30 minutes for each location, during which time the water to the property will be temporarily turned off.
- Water utility customers will receive a door hanger notifying them that their water meter has been changed or if the water meter could not be changed due to various issues, like a locked fence or loose animal.

Thank you in advance for your support of this project to improve our customer service. To learn more about this water meter project, visit www.cityoflivingston-tx.com or contact the City of Livingston Utility Billing Department at (936)327-4311.

Sincerely,

CITY OF LIVINGSTON, TEXAS

Billy S. Wiggins, City Manager