



January 1, 2025

**RE: Upgrading Water Meters to Enhance Service and Efficiency with ARPA Funding**

**Dear Customer of Plattsmouth Municipal Water:**

The City of Plattsmouth is investing in a significant upgrade to its water metering system that will bring numerous benefits to our community. This effort will include replacing approximately 2,300 existing water meters and/or necessary radio communicators with advanced metering infrastructure (AMI). This investment aims to revolutionize how we manage water usage, enhance customer service for you, and promote transparency in our water operations.

The implementation of AMI will eliminate the need for manual meter reading, freeing up valuable resources and personnel that can be redirected to other essential tasks. In addition to operational efficiency, this upgrade project will result in providing you with easy access to detailed information about your water usage patterns, allowing real-time monitoring of water usage trends and prompt identification of potential leaks or inefficiencies. We believe that transparency is key to fostering trust and accountability, and this initiative reflects our commitment to providing you with the highest standards of service.

This project is made possible through funding, totaling \$1.14 million, from the American Rescue Plan Act (ARPA) that presents a timely opportunity to address critical needs in our water metering system. The proposed phasing of the project is based on the requirements of funding to be spent by December 31, 2026. Construction will occur between January 2025 and December 2025. The cost of the project is covered by ARPA funding; there will be no charge to you for this installation service.

As a stakeholder benefiting from this project, it's important to outline the requirements that will be implemented into the contract documents, ensuring a smooth and efficient process for all involved.

Here's what you can expect:

- **Access Requirements:** To facilitate the replacement of your current water meter and/or radio, we ask you to provide the contractor access to the existing meter location. These meters are typically located in either the basement or front yard in a meter pit. By granting access, you enable the contractor to conduct the necessary work to efficiently and effectively assess and, if needed, to replace the existing meter. The contractor will then extend the meter's control wire to the street-side exterior of your home if not already connected to a radio reader, eliminating the future access needs on your property.
- **Scheduling Protocol:** To help you anticipate when your house will be impacted, the construction schedule will be posted on the City website. The contractor is responsible for contacting each customer to schedule the installation a minimum of 7 days prior to the work beginning. This proactive communication approach ensures that you are adequately informed and have sufficient time to prepare for the installation process. Clear

communications and scheduling coordination will help minimize disruptions and inconvenience to residents during the project's implementation. **We ask for your help with scheduling based on your convenience. If you have a preference or a conflict with the proposed scheduling, the Contractor point of contact can be reached at 402-669-7745.**

Please note that this work is mandatory for all services connected to Plattsmouth municipal water. This will also be posted on the city website. In addition to the schedule and point of contact, the City will post a Frequently Asked Questions (FAQ) section on the project-specific section on the website.

By adhering to these requirements and protocols, the installation process will be streamlined, and potential challenges mitigated. We recognize the significance of this undertaking and its impact on our community. Your cooperation and support are greatly appreciated as we work together to modernize, enhance the quality of service, and improve essential services for our city's water infrastructure.

We will keep you informed throughout the implementation process through the City website, [www.plattsmouth.org/](http://www.plattsmouth.org/). If you have any questions or concerns regarding the implementation of these requirements, please don't hesitate to reach out at the contact information listed below. Thank you for your continued support as we work diligently to strengthen our city's infrastructure.

Sincerely,

Emily Bausch

City Administrator