

RE: Advanced Meter Upgrade

Dear Customer,

Over the next several months, UMS, a contractor performing work for Newnan Utilities, will be upgrading your existing electric and/or water meters to an advanced meter. Prior to this upgrade, we wanted to share some details on what you can expect.

General Information

- You will **not** need to be home if the meter is accessible.
- **Upgrades** will typically take place **Monday-Saturday, 7:00 am - 6:00 pm**.
 - A **uniformed UMS Meter Installer wearing a Newnan Utilities badge** will knock on your door to inform you that they are onsite to perform the meter upgrade.
 - UMS Meter Installers do **not** need access to your home to complete the upgrade.
 - Once the UMS Meter Installer has completed their work, they will put a **tag on your door**.
- Electric and water meters will be upgraded at different times.
- All upgrades are performed at **no cost to you**.

Electric Meter Upgrades

- Typical electric meter upgrades take 10 to 15 minutes. During this time, you can expect a brief interruption of your electric service.

Water Meter Upgrades

- Typical water meter upgrades take between 15 and 30 minutes. You will not have water during most of this time.
- If accessible, the UMS Meter Installer may use a water hose to verify proper installation of the meter.
- We suggest that you let faucets and other fixtures run for a minute or so after the work has been completed to remove any air that may have entered the line during the upgrade.

For frequently asked questions regarding advanced meter, please visit **NewnanUtilities.org**. If you encounter any issues during the meter upgrade, please call UMS, Newnan Utilities' Meter Contractor, at 1-888-239-3760.

Sincerely,

Newnan Utilities