IMPORTANT NOTICE

Water Meter Upgrade Notice – Action Required

«Barcode»
«Tray» «Pack» «Seq»
«Full_Name»
«Company»
«Delivery»
«City» «State» «Zip»

Service Address: «Service_Address»
Account Number: «Account»

Middlefield Village Water/Sewer Department has partnered with **Keystone Utility Systems** to replace water meter radio as part of a system-wide upgrade. This project has been authorized by **Middlefield Village Water/Sewer** and will be completed **at no cost to you**. We are aware that you recently had an upgraded meter change out. Unfortunately, due to an event outside the control of the Village a second change out is required. The work requires access to the water meter located within your property. We ask that you promptly schedule an appointment for this important water meter upgrade.

What to expect during the appointment:

- **Installation time:** Approximately 15–30 minutes
- **Adult required:** A person 18 years or older must be present at the time of the appointment
- **Indoor access required:** Our technician will need access to your indoor water meter
- **Hours available to schedule:** Monday-Thursday 8am-6pm Friday & Saturday 8am-4pm

Estimated billing will be done on your account until the meter radio is changed.

To schedule an appointment:

Phone (toll free number): 877-587-2279, weekdays from 8am-6pm
Email: office@keystoneutilities.com
Website: https://appt.ensightplus.com/auth/login?pr=775
QR Code: Scan QR code to schedule

Keystone Utility Systems has a 24-hour appointment scheduling service with AI technology used to answer after-hours calls. If you call afterhours and prefer to speak to a human to schedule or answer questions, please leave a message with the best contact number and you will receive a call back the following business day during office hours.

If you choose to send an email or schedule through our website, please provide several scheduling options along with a phone number. If needed, our project staff will reach out to you at your convenience.

Thank you for your prompt response, failing to schedule a meter replacement may result in a noncompliance penalty being added to your monthly water account after 30 days from this notice. (Section 911.25 ORD.26-114)

Middlefield Village Water/Sewer and **Keystone Utility Systems**