

RESIDENT NAME  
RESIDENT ADDRESS 1  
RESIDENT CITY, STATE, ZIP  
RESIDENT ACCOUNT NUMBER

Dear Resident,

The Town of New Windsor has contracted with VEPO Metering to perform an upgrade of the water meter reading system. This upgrade is expected to begin in your area within the next few weeks. This is a mandatory upgrade program. Please schedule an appointment to have this upgrade performed within the next 30 days. Appointments are available Monday through Friday from 8AM to noon or noon to 4PM. The technician will require access to the inside of your home - most water meters will need to be located indoors (basement, cellar, crawl space, utility room). The process is expected to take no more than two hours, and the water will be disrupted intermittently during that time. Residents have two ways to schedule.

Visit [VEPOMetering.com](http://VEPOMetering.com) and click on "Schedule an Appointment."

Call 877-860-8376 and speak with a Customer Service Representative.

**Residents who deny the upgrade will run the risk of receiving a surcharge on their following water bill for non-compliance.**

For safety, residents providing VEPO Metering with an email address when scheduling their appointment will receive an electronic notification with a photo of the technician prior to the appointment. All VEPO technicians will be in uniform with a photo ID with identifiable vehicle signs.

The town appreciates your support and cooperation with this very important project. This project will provide a significantly improved metering system that will greatly increase meter accuracy, monitor leaks, reduce the need for estimated billing and provide a savings to you and the town.

We look forward to working with you to complete this mandatory project and thank you for your support in advance. If you have any questions about this program, please don't hesitate to contact VEPO Metering at 877-860-8376 or by email at [info@vepometering.com](mailto:info@vepometering.com).