



DEPARTMENT OF PUBLIC WORKS

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January 27, 2016

Attention: All City of White Plains Water Customers

As part of our continuing effort to improve the quality of our utility service to you, the City of White Plains, Department of Public Works has contracted with Mass Installation, Inc. (MII), to upgrade and install a new, state of the art, monthly automated water meter reading system (AMR) at your residence.

Phase I of this system upgrade will be introduced to single family homes and some multi-family homes. You will be receiving a post card from Mass Installation requesting that you contact them to schedule an appointment for installation access to your home. MII will work with you to schedule the appointment at a time convenient for you. All Mass Installation employees will be wearing photo ID and they will be driving a vehicle clearly marked with the company name.

Participation in the AMR program is mandatory. We are confident that you will be pleased with the convenience and benefits this new system will provide – some of which include:

- Remote water meter readings mean that we will not have to gain access to your residence to read the meter
- Early detection of water leaks – you will be alerted to any sudden/unusual water usage spikes
- Quarterly water bills will allow for better tracking and budgeting

**If you have any questions or concerns regarding this program
Please call the City of White Plains Water Bureau
(914) 422-1220**

Once again, all MII representatives will be required to present their photo ID prior to entering your home. Thank you in advance for your cooperation.

Sincerely,

Richard G. Hope
Commissioner of Public Works

“THE BIRTHPLACE OF THE STATE OF NEW YORK”

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