



Water Meter Replacement Program Begins in 2017

In January 2017, DC Water will begin an ambitious District-wide program to replace water meters

The new meters and accompanying transmitting units are necessary because it has been over a decade since the last replacement program. Over time, water meters and transmitting units wear out and are no longer able to transmit readings automatically - when this occurs, DC Water needs to mobilize resources to read the meter in the field or the customers receive an estimated bill rather than one based on their actual usage. Also, customers with a failed transmitting unit cannot participate in DC Water's award-winning High Usage Notification Application (HUNA). HUNA is a free service to proactively notify customers of high water use, including unknown household leaks, sprinklers accidentally left running or ruptured washing machine hoses. The HUNA has generated more than 97,000 notifications to customers since its inception 10 years ago.

DC Water's contractor will begin the replacements in January 2017 with an anticipated completion date in mid-2018. There are more than 85,000 meters to replace, mostly residential and some smaller multi-unit buildings.

The DC Water contractor will perform the work Mondays through Saturdays. For most, it will be a straightforward replacement of the old meter to the new one. In some instances, the meter or transmitting unit may be located inside the building or serve a non-residential building. In these cases, the customer will be contacted to set up an appointment. Customers are also asked to be sure that there is not anything heavy blocking their meters, such as planters or landscaping stones.

The new meters use state-of-the-art technology and will enable a host of customer services for tracking water usage.



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For more information, visit:
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