

Dear Valued Customer,

Winston-Salem/Forsyth County Utilities is proud to announce WaterSavvy, a meter upgrade program designed to provide you with the best customer service while modernizing infrastructure. In partnership with our contractor Sensus, our new “smart” meters will securely transmit usage information and alerts in real time. This will help us monitor flow, quickly detect leaks and reduce visits to your home or business – all while keeping your data safe. In the future, you will have access to an online customer portal to select notifications and manage your water wisely.

Customers can expect two visits over the next few months. An authorized representative from Concord Utility Services, a Sensus subcontractor, will inspect your meter box and ensure it is accessible. On a second visit, Concord meter technicians will upgrade your meter. All contractor employees will be recognizable by their vehicles, uniforms and photo identification badges. Meter technicians will attempt to notify customers before beginning work and will leave behind a door hanger after their visit with information on the work performed.

There will be no charge on your bill for this new meter and you do not need to be present for your meter upgrade. During the process, you will experience a brief interruption of water service for up to 30 minutes. To ensure your safety, all relevant public health guidelines will be followed while we conduct our work.

For more information on WaterSavvy, visit cityofws.org/watersavvy. There is a link to FAQs and a brief introductory video on the page. If you still have questions about your meter upgrade, please call **336-727-8000**. After the installation is complete, you will receive notification on your door.

Sincerely,

Winston-Salem/Forsyth County Utilities

Watch our video!

