

Automated Meter Reading

A few more things -

What if something happens to my meter or endpoint?

If there is a problem with an endpoint, we will receive a signal disruption alert and send a customer service representative to assess the situation. If there is intentional damage to the endpoint, the responsible party will be charged – just as with intentional damage to the meter or any other utility owned equipment. The endpoint units are very damage resistant and will withstand some impact as well as temperature extremes, but they are not indestructible.

I know the endpoint is mounted on the outside of the house, but I need to get the house siding replaced this summer. How do I work around the endpoint?

If the endpoint is in the way of necessary construction work, please call us for assistance. We will remove the unit and replace it when the work is completed. Don't attempt to remove the unit yourself as you may damage it and incur the cost of repair or replacement. It is also acceptable to paint the endpoint if you wish to have it blend in with the exterior of your building.

What about my sewer bills?

The District supplies its meter readings to the Brunswick Sewer District and the Topsham Sewer District. They use the consumption to determine what your sewer bill should be, and each sewer utility has its own rate structure. We have no other involvement with sewer billing.

As discussed earlier concerning your water bill, the new meters will be more accurate so your sewer bill could be higher too.

Still have questions?

Feel free to call. We tried to hit the main points in this Q&A, but there is a lot more information available about the project and the technology that we would be happy to share with you.