

WATERBURY BUREAU OF WATER, RADIO FREQUENCY PROGRAM

The Waterbury Bureau of Water (WBW) has recently launched the WBW Radio Frequency Program. The goal of this program is to install automated meter reading devices for customers in Waterbury. The devices will allow the WBW to read customers water meters using a low powered radio signal sent from the meter to a WBW vehicle as it drives down the street. The automated reading devices will reduce manual meter reading, increase customer billing accuracy and reduce estimated bills. Security, both for meter readers and customers, will also be improved by eliminating the need to access meters on customer's properties on a regular basis.

What You Should Know About the Program;

WBW Radio Frequency devices are FREE and will be installed at no charge by WBW employees. All WBW wear a City of Waterbury, Bureau of Water, uniform and carry WBW ID badges. WBW employees will be visiting every property and requesting to gain access to install this equipment. If the property owner is not home or is unwilling to allow us access, we will leave a card with information on how to make an appointment for installation. It is imperative that the WBW receives a response from every customer contacted for the program.

Making an Appointment;

If you are a customer who has received a notice regarding the WBW Radio Frequency Program and would like to schedule an appointment, please contact Customer Service at 203-574-8251. The office staff will work with you to reserve an appointment that is convenient to your schedule.

Easy Installation;

Installation usually takes less than an hour and involves attaching a radio frequency device to the exterior of your dwelling and running a small wire through the wall to attach to your water meter. In some cases, depending upon the age, the water meter will also be replaced at this time. Please note that all WBW employees will have WBW identification badges and be driving vehicles with WBW logos.

Contact Us;

To schedule an appointment or report a problem, please contact the office Monday through Friday from 8:00 AM to 3:45 PM at (203) 574-8251. For emergencies when the office is closed, please call (203) 574-8251 for our answering service.

Thank you for your time and cooperation.