

# News from the RWA



**South Central Connecticut Regional Water Authority**  
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## **REGIONAL WATER AUTHORITY BRINGING ADVANCED METERING INFRASTRUCTURE TO WEST HAVEN**

*New Meters to Allow For Faster Readings and Early Detection of Water Leaks*

**WEST HAVEN, CT** – About 13,000 Regional Water Authority (RWA) customers in West Haven will have the water industry’s latest metering technology installed beginning next month, joining the 50,000 customers in the RWA’s water district who have already received the upgrade.

The system will allow the RWA to accurately read customers’ water meters by securely transmitting a low-powered signal from an AMI endpoint, a small device connected to the meter, to the RWA’s office. This technology will upgrade how the RWA receives water consumption information, eliminate the need for manually reading customers’ meters, provide early detection of water leaks and largely eliminate estimated water bills.

The RWA will deploy this new metering system to every customer in its 15-town service area over the next two years. The RWA hired Contract Callers, Inc. (CCI) to install the new advanced meter reading devices. Installation generally takes less than an hour and involves attaching the AMI endpoint to the customer’s existing water meter, usually where the existing meter reading device is located.

In some cases, the RWA may need to install a new water meter to ensure compatibility with the device. There is no cost for the new meter reading device or the installation. Customers should receive a letter and a flyer that explains what to expect. Information about the program is also located on the RWA’s website, [www.rwater.com/AMI](http://www.rwater.com/AMI). To make it easier for customers to schedule an appointment, please click on the live chat feature at the bottom of this web page: [www.contractcallers.com/rwa](http://www.contractcallers.com/rwa).

For customers’ safety, all RWA and CCI personnel have identification badges. CCI installers wear blue uniforms with a CCI logo. They carry two forms of photo identification: an RWA contractor badge and a CCI badge.

The contractor’s vehicles are white and have CCI and RWA logos on both sides.



The RWA encourages customers to always ask for identification from anyone who comes to their door and to maintain a “no identification - no entry” policy. Customers can call the RWA at 203-562-4020 to verify that installers are working in their neighborhood. CCI will also register installation activities with local police departments and the RWA’s Police Department.

***About the Regional Water Authority***

The South Central Connecticut Regional Water Authority (RWA) is a nonprofit corporation that delivers water for life by providing high-quality water and services to almost 430,000 people in 15 cities and towns throughout Greater New Haven. As a conscious business, the RWA acts as a responsible steward of the environment by protecting the more than 27,000 acres of watershed land it owns and promoting sustainable practices. Our more than 270 employees work toward our vision of being an innovative water utility that sustains life, strengthens communities and protects natural resources for future generations. For more information on the RWA, please visit [www.rwater.com](http://www.rwater.com).