



## City of Elyria

Holly C. Brinda, MPA  
Mayor

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March 28, 2017

Regarding: ELYRIA TWP TRUSTEES  
42378 GRISWOLD RD  
ELYRIA, OH, 44035  
Account No. 702913080

Dear Elyria Water Department Customer:

Over the next few months, the City of Elyria will begin the system-wide replacement of all of our water meter and recording equipment at all service locations with a state-of-the-art meter-reading system. The new meters will be equipped with radio transmitters that will send readings to customer service headquarters and greatly improve the City's operational efficiency through more accurate and consistent billing. These meters will also improve our ability to detect problems earlier because they can be read nearly 24 hours per day, 365 days per year and will reduce on-site readings and service interruptions. These changes are designed to save time and provide peace of mind for business owners.

The City has contracted with Neptune Equipment Co. (NECO), a family-owned business in Ohio, who has done hundreds of thousands of meter installations over the past 20 years. As the first step in this process, our team will be making an inspection to properly size the meter replacement and complete the installation.

City and NECO representatives will be contacting you within the next several weeks to set-up a time that works best for you and your business. We understand this may pose an inconvenience, therefore, our seasoned management team will work around your schedule.

These initial surveys should take approximately one hour, depending on the complexity of your meter size and system(s). Thank you in advance for your cooperation and we look forward to increasing our level of customer service!

If you have any questions or concerns, please call our Project Manager, Jack Jannuzzi at 440-326-1440 or Water Distribution Senior Manager, Dave Rothgery at 440-322-2927.

Thank you in advance for your cooperation. *We will keep you informed via our website, Facebook page, and individual letters when appropriate.*

Respectfully yours,

Mayor Holly Brinda

