

INSIDE METER SET INSTALLATION INFORMATION

How to schedule your appointment:

You will receive a letter letting you know that **UMS** installation crews are in your area, and we are ready to schedule the replacement of the water meter. Visit our website to find out when crews will be in your neighborhood.

To schedule your appointment, please have your account number ready and visit UMS 24-hr online scheduling portal at

www.umsonlinescheduling.com. Appointments can also be made

by calling the **UMS Call Center at (844)741-6248**. Spanish speaking agents are available (Option #2). Scheduling agents are available Monday-Friday, 6:00 AM to 4:00 PM (MT), Saturdays 6:30 AM to 2:00 PM (MT).

Appointments are available Monday through Friday, 8:00 AM to 4:00 PM. You can schedule an appointment spanning a two-hour block of time. The installer will arrive within the two-hour time frame. The installation should take approximately 30-60 minutes.

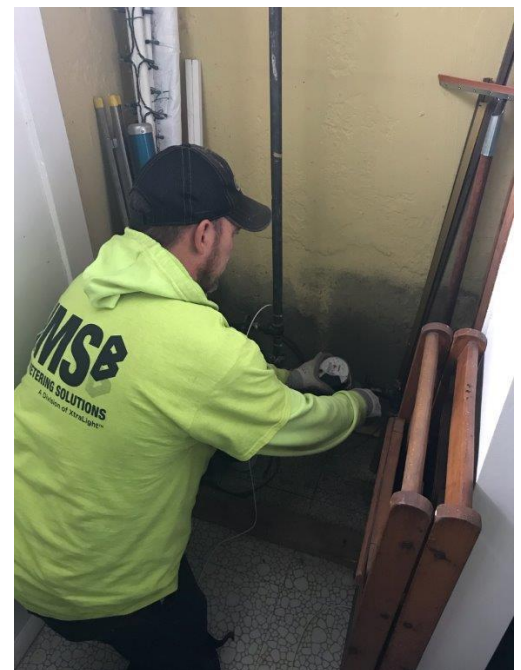
How to prepare for the installation:

To prepare for the installation:

- UMS will need to access the service line area inside your home or business.
- The area should be clear and accessible.
- It is *very important* for you to make sure all of your plumbing valves are in operating order. Make sure your private shut-off valve is functioning property. Also, make sure your private pressure regulating valve (PRV) is in good working order. These valves require periodic maintenance. PRV's should be replaced every few years based on the manufacturer's specifications.

(Note: The District is not responsible for the condition of private plumbing valves and fixtures. Failure of any plumbing valve or fixture is the responsibility of the property owner.)

- Homeowner or responsible party (18 years old or older) must be present at the time of installation.
- Pets must be secured.



What happens during installation?

Our partners, UMS, will come to your address and replace the water meter. In most cases, it is a simple procedure that will require 30-60 minutes. It takes approximately 15-20 minutes to change the meter itself. During that time, no water can be used.



Once the UMS installation technician completes the installation of the new water meter, and restores service, the installer will check for any leaks at the meter.

Most inside sets have a remote that is connected to the front of the home. UMS will replace this with a new endpoint.



The new unit is the smallest size available and can be painted if you want it to blend in more with your home's exterior.

Post-installation:

As with any plumbing related work, be sure to check the water meter for leaks.

UMS will provide you with information on how to access the new customer water management online service – AquaHawk.

Aqua-Hawk Alerting



UMS will provide you with information on how to access the new customer water management online service – AquaHawk Alerting. This is a no-cost service for District customers that will enable you to efficiently manage your water use and potentially lower your monthly bills. Register now to benefit from this service. Visit <https://parkco.aquahawk.us/login> to set up your account, or visit our website at www.pwsd.org for more information.

Questions? Contact the PWSD project management team at **(720) 842-4233**, or email at replacemymeter@pwsd.org, or visit the website at www.pwsd.org/meterreplacement. Also, feel free to call us at our administrative offices at (303) 841-4627 for more information regarding this project. To report a water leak following this installation, please contact PWSD at **720-842-4233**.