



The City of
NORMAN

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DEPARTMENT OF UTILITIES
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Dear Valued Customer,

We are excited to announce the launch of the City of Norman's Meter Infrastructure Program (MIP). Led by the Norman Utilities Authority, this initiative will modernize our water metering system by enhancing water service and giving you greater control over your water usage. Over the next two years, we will be upgrading water meters with advanced water meters that wirelessly transmit usage data and service alerts to our utility office. This information will allow us to serve you better through billing and operations.

The City has carefully planned to upgrade our metering infrastructure while also securing federal grant funding to offset long-term costs for customers. The MIP will offer many customer benefits, including notifications for leaks and high usage via access to an online digital portal in the future. Additionally, these enhancements will support conservation and sustainability by providing more accurate, timely reads for customers. They will also reduce the need for utility field visits.

Authorized utility contractors from *Utiliuse* will perform the meter upgrades. A few important things to know are:

- You will receive another form of written notice before installers visit your area and a door hanger after upgrades are carried out.
- There is no charge associated with this upgrade; installers will not ask for money nor will they enter your home.
- Each installer will drive a clearly marked vehicle, wear a uniform, and carry a valid photo ID.
- Make sure the area around your meter is clear and accessible for installers.
- You do not need to schedule an appointment or be present during the meter upgrade.

There will be a brief water service interruption as a result of the installation process which should last no longer than 30 minutes. Due to calcium build up that can be found around water meters, running water to clear lines following installation is advised. If an outdoor spigot can be easily located outside of any fences on your property, installers will attempt to run water to clear lines for the customer. If this is not possible, customers are advised to run outdoor spigots to clear lines of any particulates. Indoor faucets may be run as an alternative; running cold water in a bathtub is recommended. Customers may also observe air in their lines at other faucets in the home, which can be resolved by briefly running these faucets.

For more information, visit our website at Normanok.gov/MIP. We appreciate your continued support as we implement the MIP and look forward to enhancing your customer service experience.

Sincerely,

Chris Mattingly

**Director of Utilities
Norman Utilities Authority
City of Norman**