



February 1, 2024

Dear North Caldwell Residents,

The purpose of this letter is to address recent concerns some residents have expressed regarding their water bills.

Please recall that in August 2023 the Borough began a water meter replacement project requiring all residents to replace the water meters in their homes. These new meters ensure accurate and equitable water billing for our customers as well as quicker leak detection by automating meter reading. Many residents who have completed the new meter replacement have requested clarification of the “total amount due” on their water bills. Unfortunately, your bill is not itemized. Please note that there are two components to your bill: 1) new meter charge and 2) water consumption.

#### **NEW METER CHARGE**

1. Chapter 45 of the Borough Code establishes fees charged to each customer based upon your meter size. Pursuant to Section 104-8.C of the Borough Code, the cost of the meter, when required and directed by the Borough, shall be charged to the property owner or account holder in four (4) equal payments across four (4) subsequent quarterly bills. For most residential homeowners, the cost of the new meter is \$495; therefore, an added charge of \$123.75 is included in your quarterly water bill total for one year. This charge may vary depending on the size of the meter that was installed at your property as follows:

Installation of Water Meters, by Meter Size (in inches)	
5/8" x 3/4"	\$495
3/4"	\$550
1"	\$630
1 - 1/2"	\$1,200
2"	\$1,425
4"	\$5,100

#### **WATER CONSUMPTION - ESTIMATED**

2. The total due for your water consumption is being estimated until the automated meter reading process commences on or about March 1, 2024. Because the readings are currently estimated, you may experience slightly higher charges until actual readings are taken. Once actual readings are taken, overpayments (if any) will be applied to the following quarter's water usage. Please note that meter readings do not need to be submitted by residents once the new meters have been installed.

If you have not yet done so, you must immediately have your water meter replaced. Meter replacement is mandatory for all water customers. Please contact MeterTek at 800-717-0974 or visit their website at <https://metertek.net/meter-appointment>. The deadline for meter conversion is fast approaching. Any homeowner who has not converted their water meter by the deadline will incur a penalty of \$50 per quarter.

We understand the importance of accurate billing and the impact it has on your budgeting and financial planning. We appreciate your understanding and patience as we work to resolve this matter promptly. To address any immediate concerns or questions you may have, please call Maureen at (973) 228-6410 ext. 103 or email [mwiatrak@northcaldwell.org](mailto:mwiatrak@northcaldwell.org).

Best regards,

*Mayor Joshua H. Raymond*