



Borough of North Caldwell
141 Gould Avenue
North Caldwell, New Jersey 07006
(973) 228-6410 www.northcaldwell.org

Attention All Borough of North Caldwell Water Customers:

This letter is to notify you that starting in August 2023 the Borough of North Caldwell will begin a borough wide water meter replacement project requiring all water meters to be replaced. Meter replacement is mandatory for all water customers. These new meters will ensure accurate and equitable water billing for our customers by automating meter reading.

The Borough has awarded a contract to MeterTek Utility Services, Inc. (MeterTek) to install the new meters. MeterTek will administer the scheduling appointments with customers. MeterTek is committed to delivering courteous and professional service. The installers employed by MeterTek will:

1. Be subject to a comprehensive background check;
2. Be registered with the Borough;
3. Carry identification; and
4. Arrive in clearly marked vehicles.

MeterTek will contact you to make an appointment to perform an initial survey that will assess existing meter configuration and confirm each customer's meter size. Property owners should attempt to locate their water meter in advance and ensure the meter is accessible at the time of the appointment. Following this survey, MeterTek will mail a notice to you with information about how to schedule an appointment to perform the meter replacement. Again, MeterTek, not the Borough, will administer the scheduling of appointments with customers.

During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed and the new meter is installed. Upon request, MeterTek can provide an estimated duration for the service interruption and completion of the work. After the installation is complete, water service will be quickly and carefully restored.

Chapter 45 of the Borough Code has established fees to be charged to each customer based upon the 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 equal payments across four subsequent quarterly bills starting with the first quarterly bill after installation of the meter. As such, you will find the added charges delineated on future water bills and payment will be due by the date indicated.

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

As noted above, meter replacement is mandatory for all water customers and we thank you in advance for your cooperation during this project. Please note that customers who fail to provide reasonable access to their water meter and continue to rely upon an outdated meter shall be assessed a \$50 charge per quarter.

For more information about this water meter replacement project, contact the Borough of North Caldwell Water Department at (973) 228-6410, ext. 103 or visit the Borough of North Caldwell website at www.northcaldwell.org. Additionally, a Frequently Asked Questions sheet is included with this letter to answer your questions.

Sincerely,
Kevin O'Sullivan
Borough Administrator

Frequently Asked Questions from Customers

Regarding the Water Meter Project and

Standard Industry Answers:

1. Can you explain the installation process?
 - a. The project includes replacing water meters with new, technology advanced meters and registers that can communicate usage data via wireless technology.
 - b. During the water meter replacement, your water service will be temporarily interrupted while the existing water meter is removed and the new meter is installed.
 - c. The Borough of North Caldwell and our contractors and consultants are committed to minimizing impacts from this important project and will, therefore, prepare and work according to reliable, updated schedules and ensure that interruptions are minimal.
 - d. To ensure that the installation is complete, workers will test the new meters.

2. Do I need to do anything to prepare for the installation?
 - a. To help keep everyone safe, dogs and other domestic pets will need to be kept out of yards during installation.
 - b. Always keep meters unobstructed.

3. How will I be informed when the installation is taking place at my property?
 - a. Notices will be sent to customers regarding the installation of the new water meters and meter transmitters. Customers need to respond to the phone number on the notice to schedule an appointment.

4. Who is doing the work?
 - a. The contractor is MeterTek Utility Services, Inc. MeterTek Utility Services, Inc.'s installers will carry proper identification and have successfully completed a background check.
 - b. The project is being managed by the Borough of North Caldwell, which will ultimately be responsible for the day to day execution of the project, overseeing installation, and ensuring the highest level of customer satisfaction.

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5. How does this benefit the customers?
 - a. Quicker leak detection for customers
 - b. More accurate billing
 - c. Reduced meter reading cost
 - d. More efficient customer service
 - e. Elimination of meter reading by customers

 6. What happens with the current meters and equipment?
 - a. The existing meters being replaced during the project will be recycled.
 - b. As is currently the case, new water meters, and radio units will remain the property of the Borough of North Caldwell.

 7. Will wireless technology affect my health or privacy?
 - a. The new meters will not negatively affect health or privacy. In fact, the wireless portions of the system will be operated according to Federal Communications Commission rules, and will not interfere with other radio frequencies in the area. The Neptune Technology Group has evaluated the proposed equipment for RF standards. They note the following:

The general-population exposure limits set by the FCC for the frequency range utilized by the meters/radios and other devices such as cordless phones and baby monitors is 0.6 milliwatts per centimeter squared (mW/cm²) at 902 MHz. The R900 device transmits for less than one minute total per day and for seven milliseconds at a time. The exposure to radio frequency energy at a distance of one foot from the meter is never more than 0.08 mW/cm² for the Fixed Network Messages. This is approximately eight times lower than the exposure limit set by the FCC.