



35 Union St
Morrisville, PA 19067
(215) 295-8181

7/1/2020

Dear Customer:

The Morrisville Municipal Authority has contracted with VEPO Metering to perform an upgrade of the water meter reading system. This upgrade is expected to begin in your area within the next few weeks. This is a mandatory upgrade program. Residents who refuse the upgrade will be referred back to MMA for non-compliance and run the risk of receiving a surcharge on their water bills. Please schedule an appointment to have this upgrade performed within the next 30 days. Residents have two ways to schedule –

- Visit VEPOmetering.com and click on “Schedule an Appointment”.
- Call 877-860-8376 and speak with a Customer Service Representative.

Appointments are available Monday through Friday from 8AM to noon or noon to 4PM. The technician will require access to the inside of your home – most water meters are located indoors (basement, cellar, crawl space, utility room). The process is expected to take no more than one hour, and water service should be disrupted for no more than 15-20 minutes.

For safety, residents providing VEPO Metering with an email address when scheduling their appointment will receive an electronic notification with a photo of the technician prior to the appointment. All VEPO technicians will be in uniform with a MMA Contractor photo ID with identifiable vehicle signs.

Lastly, for the safety of our residents and the VEPO Metering technicians, we ask that you limit the interactions between you and the VEPO Metering technicians as much as possible, always making sure to maintain a six-foot social distance. The technician will be wearing a face covering, gloves, and boot coverings anytime they are in your home and interaction with the resident is possible.

MMA appreciates your support and cooperation with this very important project. This project will provide MMA and you with a significantly improved metering system that will greatly increase meter accuracy, monitor leaks, and reduce the frequency of estimated bills. The project is being integrated with new bookkeeping and billing software, to improve efficiency and reduce the risk of errors.

If you have any questions about this program, please don't hesitate to contact VEPO Metering at 877-860-8376 or by email at info@vepometering.com.
