



**MUNICIPAL AUTHORITY OF
THE BOROUGH OF MORRISVILLE**

35 UNION STREET
MORRISVILLE, PA 19067
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JOHN J. WAREDA, JR.
EXECUTIVE DIRECTOR

APRIL, 2020

Dear MMA Customer:

Morrisville Municipal Authority has contracted with VEPO Metering to perform a transformation of the water meter reading system. There will be no separate or additional charges or costs to customers for these much-needed improvements.

This upgrade is expected to begin in your area on or about June 1st. **THIS IS A MANDATORY UPGRADE PROGRAM.** If arrangements cannot be made to complete the installation of new equipment, it may be necessary for the Authority to assess penalties on the bills of those owners, or to take other legal measures.

During the COVID-19 pandemic, VEPO will not be requesting inside access to change meters. Work will begin by retrofitting new technology on existing meters which qualify. About half of the meters installed within the last 10-15 years are considered qualified and can be upgraded without having a technician come into the home. CDC guidelines will be observed during this time.

Customers are asked to provide their contact information – including email, if possible – through either the Authority website at MMAwatersewer.org or by going to VEPO's web link at www.veposolutions.com/updateyourinfo. When in-home meters are replaced, customers who provide email addresses will receive electronic notification with a photo of the technician prior to a scheduled appointment. Customers who do not provide contact information may see the VEPO technician performing the retrofit outside their house. For everyone's safety, all VEPO technicians working on this project will be in uniform with a photo ID with identifiable vehicle signs.

The Authority appreciates your support and cooperation with this very important project. This project will provide the Authority and you with a significantly improved metering system that will greatly increase meter accuracy, monitor leaks, and reduce the need for the Authority to enter your property.

We look forward to working with you to complete this mandatory project, and thank you for your support in advance.

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; - OR - visit the Authority website at MMAwatersewer.org where information will periodically be updated and you can submit your contact information.

