

## **Mandatory Automatic Meter Reading System**

**Please call the City of Memphis Representative from Vanguard Utility Service, Inc. at (833) 797-3266**

The City is now implementing a Mandatory Automatic Meter Reading system which will convert all existing water meters to new meters that will be automatically read via radio signals. The new meters will improve the accuracy and efficiency of the meter reading process and will also be more convenient for you. To complete the conversion program, the City's authorized representatives from Vanguard will be scheduling appointments with all residences to gain access to existing water meters which are located inside the home.

Representatives of Vanguard Utility Service, Inc., the company doing the conversion for the City's customers, are available to take your calls **Monday – Friday, 7 a.m. to 6 p.m. and Saturday, 9 a.m. to 1 p.m. EST** at **(833) 797-3266** to schedule an appointment when you are normally home, at your earliest convenience, to have your water meter replaced. You may also visit [www.vusinc.com](http://www.vusinc.com) to schedule an appointment online:

- **There is NO CHARGE for the replacement (conversion) of your meter.**
- No plumbing work is involved in most cases (it is the homeowner's responsibility to correct any plumbing deficiencies).
- The meter replacement will take approximately **30-60 minutes** to complete, during which time you will be without water.
- All Conversion Program representatives will be properly identified with a **photo ID badge, uniforms with company logo, and signs on their vehicles.**

Time can be saved by clearing any obstructions from around the water meter area before the appointment takes place. If you find you cannot keep your scheduled appointment, please arrange for a responsible adult (18 or older) to act on your behalf if possible.

**YOUR COOPERATION IS IMPORTANT.**

**Sincerely,**

Vanguard Utility Service, Inc.

**If you wish to verify, please call City of Memphis at (810) 392-2385**

*Notice Posted: 4-2-25*