

JULIUS ALSANDOR
MAYOR



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NOTICE TO CUSTOMERS

Dear Valued Water Customer:

The City of Opelousas is excited to announce our Water Metering Modernization Project. This meter technology upgrade includes advanced metering infrastructure, also known as smart meters. All customers will receive a new smart water meter, which wirelessly delivers usage information directly to us for billing and operations. Smart meters will also improve meter reading efficiency and accuracy and can help detect continuous consumption quicker to help you save water.

The meter technology upgrades will be performed by Vanguard, the City's authorized contractor. Vanguard employees will be identifiable by their uniforms, employee identification badges, and signage on their vehicles.

Vanguard will send a postcard via mail notifying customers of when they plan to visit their area. On the day of, meter technicians will attempt to introduce themselves prior to beginning the upgrade and leave a door hanger after their visit with information on the work performed. You do not need to contact us ahead of time to make an appointment to schedule your meter technology upgrade.

Please note that during the upgrade, there may be a brief interruption for each service of approximately 15-30 minutes under normal conditions.

The Water Metering Modernization Project is part of the City's initiative to provide excellence in customer service. Installing smart meters will help the City modernize its metering infrastructure, provide a faster response time to customers, and allow for new customer service offerings over time. We appreciate your patience during this process and will do our best to minimize any inconvenience.

If you have questions about the Water Metering Modernization Project or need any additional information, please visit www.cityofopelousas.com or contact the water department at 337-948-2520 for assistance.

Sincerely,

Julius Alsandor
Mayor, City of Opelousas