SOUTHERN CAYUGA LAKE INTERMUNICIPAL WATER COMMISSION

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Re: Mandatory Water Meter Upgrade Project

Dear Homeowner,

Saks Metering has been contracted by the Southern Cayuga Lake Intermunicipal Water Commission (SCLIWC) to conduct an area-wide water meter upgrade project. The new meters will allow SCLIWC to obtain water meter readings electronically without requiring customers to read and submit their own water meter readings. The new meters will allow for increased billing accuracy and efficiency, and improved customer service. The meters will also improve SCLIWC's water system management by allowing staff to accurately track non-metered water loss in each municipality's water systems that are part of the SCLIWC water system. This will result in resource conservation including water, electric and chemicals needed to produce water.

Saks Metering's authorized installers will be working in the community, with photo identification, car signs, and company uniforms. Typically, the upgrade of your water meter should take no more than an hour to complete. In most cases, your water meter is located inside your home, basement, or crawl space. You may experience a temporary water disruption. All water meters in the SCLIWC water system will need to be upgraded. **Please make an appointment in the next 45 days to receive the upgrade by visiting SaksMetering.com and clicking on "Make an Appointment", emailing upgrade@saksmetering.com, or by calling their office at 315-889-6089 or 877-583-7257.** Saks Metering looks forward to working with you to accommodate your schedule by offering appointments from 8 am - 12 pm, 12 pm - 4 pm and 4 pm -7 pm Monday - Saturday. Should you have any questions or concerns regarding this project, don't hesitate to contact the Water Commission or Saks Metering at any time. **We also urge you to visit the SaksMetering.com website to view a FAQ video that can provide answers to many questions you may have.**

We thank you in advance for your cooperation and apologize for any inconvenience.

Thank You,

The Southern Cayuga Lake Intermunicipal Water Commission