



## SAMPLE LETTER #1

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[Date]

To: [Owner Name]  
[Owner Street Address] [Owner City and Zip Code]

From: Reading Water Meter Replacement Program

Regarding: [Premise Address] [Account Number]

The City of Reading has started a project to replace water meters and install new radio transmitters. This new state-of-the-art system will greatly improve the City's operational efficiency and level of customer service.

The City has contracted with NECO to install the meters and meter transmitting units.

**Please contact NECO within the next two weeks to schedule an appointment for the installation.**

We can be reached (toll free) at **1-800-624-6975**. Representatives are available for scheduling your appointment Monday – Friday 8 a.m. – 6 p.m. and Saturday 10 a.m. – 2 p.m.

You are also welcome to schedule online at <http://www.necowater.com/schedule/>.

Unfortunately, failure to comply with the meter exchange project may result in interruption of water service.

Installation should take between 30-60 minutes. Thank you for making your meter accessible so we can complete this project successfully!

Respectfully yours,  
Robert W. Becker  
President, NECO