



123 NW Highway 19
Crystal River, FL 34428
352-795-4216 P
352-795-6245 F
www.crystalriverfl.org

Water Meter Replacement Project Frequently Asked Questions

Q. Why is my water meter being replaced?

A. Mechanical water meters slow down over time, resulting in inaccurate readings. New water meters will allow water consumption usage to be billed accurately and efficiently. The project includes automated meter reading technology, which will reduce labor costs, prevent recording errors, and potentially allow water line leaks to be identified earlier through data analysis.

Q. When will this work be performed?

A. Water meter replacement work will begin in March 2022. Pre-installation door hangers will notify customers that work at their location can be expected to occur within the next two (2) weeks. The entire project requires approximately six (6) months to complete. In most cases, the transition will be completely transparent and will not affect the residents. The work will be performed during regular working hours of 8:00 A.M. – 5:00 P.M. Each commercial account will be contacted in advance to coordinate an installation time.

Q. What will happen during the replacement?

A. A representative from the PVI meter replacement team will come to your residence or business to replace the water meter, install a backflow preventer and install a new meter box.

Q. What do I need to do?

A. Nothing if you are not using water at the replacement time. The meter will first be checked to confirm the customer is not using water (e.g., doing laundry or taking a shower). If no water is being used, the work will proceed. If water is being used at that time, a team member will knock on your door to inform you that replacement work will soon commence, resulting in a temporary service interruption.

Q. Will my service be interrupted during the replacement?

A. Yes, there will be an interruption of service of approximately 30-45 minutes during the replacement process.

Q. Who will be performing this work, and how will they identify themselves?

A. Authorized personnel will wear bright yellow shirts labeled “**PVI Meter Replacement Team**” and drive vehicles displaying “**Pedal Valves, Inc.**” Workers will also carry identification tags.

Q. What does this mean for my utility bill?

A. The utility rates are not changing. However, you may notice a change in the consumption portion of your bill if your old meter was not correctly registering the amount of water used. In cases where a meter has been discovered to have been underreporting, the city will not retroactively bill customers. New water meters for all customers will ensure that every customer is being billed accurately for the amount of water they use.

Q. Do the workers need to come inside my house?

A. No. All residential meters are located outside. If you are using water when they are attempting to do the replacement, they will knock on your door and let you know they are commencing work.

Q. Is there any special care or maintenance that I need to do to my new meter?

A. No. The city will perform all service and maintenance activities.

Q. Do I need to make any changes to my home plumbing system because of this project?

A. Possibly. An essential aspect of this project involves the installation of a backflow protection device to protect the public water supply from cross-connection contamination. Since water expands when heated, a consequence of this safety improvement is that hot water generated by the water heater will no longer be able to expand by pushing water back into the water main at the street. Consequently, plumbing systems not equipped with a thermal expansion device may be subject to an increase in water pressure which could cause leaks and/or damage to the water heater. If you are unsure whether your plumbing system has (or should have) a thermal expansion device, please consult with a licensed Florida plumbing contractor.

Q. Will this enhance my service as a City of Crystal River utility customer?

A. Yes. The replacement and upgrades will allow the customers to utilize an app to monitor their water usage themselves. Information about the app and how to use it will come from the city following the completion of the replacements.

Q. If I still have questions, where can I get additional information?

A. Please direct questions to Theresa Krim, Department of Public Works, by calling (352) 795-4216 ext. 314 or emailing tkrim@crystalriverfl.org.