



COMMONWEALTH OF VIRGINIA  
**COUNTY OF HENRICO**

DEPARTMENT OF PUBLIC UTILITIES  
ARTHUR D. PETRINI, P.E.  
DIRECTOR

RE: Automated Meter Reading System

Dear Water Service Customer,

The Henrico County Department of Public Utilities (DPU) is pleased to inform you that within the next few weeks we will replace your water meter with an Automated Meter Reading (AMR) system. The AMR system uses wireless technology to read water meters quickly and accurately. Over several years, DPU will replace all of our 91,500 meters with this new technology.

Corix Utilities has been hired by the County to replace the water meters with the AMR system. Corix employees will carry photo ID badges and their vehicles will be marked with the company's name. When your meter is to be replaced, a Corix employee will knock on your door to notify you the work is about to begin. Corix will not need to enter your home or business to install the AMR system; as all of the work will be performed in the existing meter box located near the street. During the meter change out, the contractor will need to shut off your water for about 20-30 minutes. When the job is finished, Corix will knock on your door to let you know it is complete and attempt to flush your water line through an exterior hose faucet. If you are not available, a notice will be left on your door explaining the status of the work and providing a phone number to call for further instructions or if you have any questions.

If you have questions regarding this project, please contact our Customer Service Division at (804) 501-4275. You can also visit DPU's Web site at [www.co.henrico.va.us/utility](http://www.co.henrico.va.us/utility).

Thank you for your cooperation while we continue to enhance the quality of our services.

Sincerely,

Arthur D. Petrini, P.E., Director  
Henrico County Department of Public Utilities