

The City of Big Lake is preparing to replace your water meter. The existing inventory of water meters have reached the end of their useful life; they lack modern technology and are expensive to read. The new water meter will enhance the City's water conservation efforts and will allow customers to better monitor their water usage.

Here are a few things you should know about the water meter replacement project:

Who will be replacing my water meter?

The City has contracted with HydroCorp (www.hydrocorpinc.com) to replace your water meter. All meter installers will be required to pass a background check and approval process, completed by the City of Big Lake Police Department.

When is this work happening?

Replacement of the water meters is anticipated to occur this summer and fall. The HydroCorp installer will send a letter with the information needed to schedule your meter replacement appointment.

Will I have to pay anything to have my water meter replaced?

There is no cost to replace your water meter.

Do I need to be home in order to have my water meter replaced?

Yes, in order to complete the work necessary to replace the water meter, the City will require access to the water meter and must enter your home or business to do so.

Do I need to do anything before my water meter is replaced?

In preparation for your water meter change, it is recommended that you replace the shutoff valves on both sides of the water meter. Properly functioning shutoff valves are a homeowner or business' first line of defense to prevent flooding in the event of a broken pipe or leak.

Am I required to have my water meter replaced?

All customers are required to have their water meter replaced. However, the City is offering an option to opt out of the automatic meter reading. Customers who choose to participate will be charged an additional amount to have your water usage collected by City staff. The charge amount for the opt out program is not yet established and will be based on the actual effort to collect and process the readings. If you wish to opt out of the automatic meter reading please contact the City of Big Lake by calling 763.263.2107