



**Village President**  
Billie D. Roth

**Village Clerk**  
Kittie L. Kopitke

November 9, 2020

**Village Trustees**  
Michael H. Baumer  
William J. Carlson  
James P. Cecille  
William W. Harper  
Larry Schmidt  
Mary F. Thon

Dear Resident/Business Owner;

The Village of Streamwood is modernizing all water meters with a new transmitter. This will help increase efficiency, improve water accountability, and provide more information to customers. The new transmitter will be installed to replace your current transmitter inside of your home/business; therefore access to your home/business will be required. A person over the age of eighteen (18) years must be present during the installation.

The Village has contracted with Water Resources, Inc. for this work. Installations will be performed by uniformed technicians who will carry a picture ID badge and travel in a marked vehicle. They will present their ID badge upon arrival for the appointment. The work will take approximately 20 minutes.

In light of the current circumstances due to the Covid-19 pandemic, Water Resources, Inc. is taking additional precautions designed to ensure the safety of both Village residents and installation staff. Water transmitter installers will be utilizing full personal protective equipment (PPE) including masks, gloves and boot covers. Additionally, the installers will have their temperatures taken daily to monitor against possible fever and will follow proper social distancing guidelines during each site installation. We understand that you might not be comfortable allowing installation staff into your home at this time. Please contact our office and we will reschedule your transmitter installation at a later date.

**To schedule an appointment:**

- Please call Water Resources, Inc. at **(800) 642-2648**, Monday through Friday, 8:00 am to 4:30 pm, **within 10 calendar days** of receiving this letter. Evening and weekend appointment hours are available. You may also schedule an appointment online at [www.watermeterexchange.com](http://www.watermeterexchange.com).

**To prepare for your installation appointment:**

- Know where your water meter reading device is located.
- Make sure the area around your water meter is clear to allow room for the installers to work. Access to the basement and/or crawl space area may be needed to complete the installation. Your water meter must be accessible. If the meter is buried behind a finished wall, it is the responsibility of the property owner/tenant to provide access.

Thank you for your cooperation with this update. If you have any questions or concerns with this process, please contact the Public Works Department at (630) 736-3850 or email at [watermeter@streamwood.org](mailto:watermeter@streamwood.org).

Sincerely,  
Village of Streamwood  
Water Department