



FREQUENTLY ASKED QUESTIONS METER REPLACEMENT PROGRAM

Why does my meter need to be replaced?

California Public Utilities Commission regulations dictate that Golden State Water must replace domestic service meters every 10 – 20 years. Meter replacements will occur if upon inspection a meter has been damaged, cannot be read properly, is leaking or has reached its useful life expectancy.

Why isn't my neighbor's meter being replaced?

Meters at neighboring houses may have been replaced more recently or may be functioning properly and not require replacement.

Will the replacement of my meter affect my water bill?

No, customer water bills are not affected by meter replacements. When Golden State Water crews arrive at a customer's property, they log the read of the customer's existing meter and the new meter. These numbers are reported for use in accurately billing the customer the next month.

Will I be charged for the new meter?

Customers will not be charged separately for the cost of the new meter. Meter replacements and other infrastructure maintenance projects are factored into rates.

Will the new meter affect my property's pressure or flow?

No, the new meter will match the size of the existing meter unless otherwise requested.

Why wasn't I contacted before?

Golden State Water does not issue customer notifications prior to meter replacements due to the varying work required to replace each meter. Meter replacements involve minimal interruption to customers' service, with the duration of the work lasting approximately 20 minutes. If a customer's water cannot be shut off at the time Golden State Water crews arrive, the customer may reschedule the meter replacement for another time.

Who may I contact for more information?

Contact information for the project inspector will be made available upon request. Customers can also contact Golden State Water's customer service line at (800) 999-4033.