

Notice of Residential Smart Water Meter Installation

January 14, 2026

Dear Customer,

Pennington Water Supply Corporation has partnered with Fortiline, WaterWorks, Mueller and FENIX Network to bring smart water meters to our system. These new meters are a more accurate and intelligent tool for water use, greatly improving our water system's operational efficiency.

Smart water meters will enable the automated transmission of customers' water meter readings, providing them with accurate, near-real-time data on their water usage. Through a user-friendly portal, customers will have near-real-time water usage information at their fingertips and receive leak alerts, thereby reducing bills and saving money. This technology will help customers better manage water usage and protect against high bills.

Smart water meter installation has been ongoing since June, 2025 and all existing meters will be replaced within one year.

There is no cost to customers for the upgrade to existing meter and your drinking water will remain safe to drink throughout the project. We look forward to the successful completion of this project and appreciate your cooperation throughout the process.

Resident Benefits

- Website & Mobile apps to view your usage and more
- Proactive water conservation
- Access to your water usage data (daily, weekly or monthly)
- Track and trend water usage
- Set up warnings/alerts (high usage, continuous usage or leaks)

PWSC Benefits

- Reduce operational costs by eliminating the need to manually read meters and reduce billing errors
- Provide greater accuracy
- Provide better services to customers
- Quicker response to inquiries
- Check the Corporation's usage history

The water to your property will need to be shut off for approximately 30 minutes during the installation of the new meter. Again, the cost to install the upgraded meter and lid is not charged to customers; however, **due to the increased value of your new ultrasonic meter, customers will be charged for future damages to lids, boxes, and meters.** Marking your meter box location will allow for the protection of this equipment and help to prevent accidental damage by lawnmowers, tractors, vehicles, and livestock.

Pennington Water will be sharing regular updates via our website, phone, and mail about the customer portal.