



Sample Return Name
123 Sample Return Address #100
Return City, State Zip



Sample Location Name
123 Sample Mailing Address
Mailing City, State Zip
, United States



Print Date: 06/11/2025

Dear Water Customer at 123 Sample Address, City, State Zip,

The Village of Osceola will be replacing the water meter that is located on your property. The existing inventory of water meters, community-wide, has reached the end of their useful life; they lack modern technology and are expensive to read.

The Village has contracted with HydroCorp to perform the water meter change-out. Appointments **MUST BE SCHEDULED** through HydroCorp, who specializes in meter installation programs. Appointments are scheduled Monday through Thursday, with three time blocks: 8 AM to 12 PM, 12 PM to 4 PM, and 4 PM to 6 PM. You will be one of several customers with appointments during your block of time and are not guaranteed to be first in line.

To schedule your appointment, please visit www.watermeterinstall.com using your code: [customer_code]. Or, call a HydroCorp customer service representative at 800-315-4305, Monday through Friday, 7 AM - 5 PM CST, within 5 days of receiving this notice

The process of replacing the water meter typically takes less than 45 minutes and there are **NO FEES FOR THE METER REPLACEMENT.**

Prior to the scheduled appointment, it is the property owner's responsibility to:

1. Provide clear, unobstructed access to the water meter (the technician must have access to operate both valves and must be able to access, remove, and replace the meter with both hands)
2. Provide fully operable shut off valve inlet/village side. However, it is recommended that both valves are operational. **If the valve leaks or fails during the meter replacement, it is the property owner's responsibility to replace or repair the valve.** If it is found to be unsafe to exchange the meter due to accessibility or because of obvious deterioration of the valve, the meter exchange will have to be rescheduled after the property owner has made the necessary repairs.
3. The property owner or a designated representative 18 years of age or older must be present during the water meter replacement. Pets must be contained during installation.
4. Verify that your home is properly grounded through the electrical panel or that a jumper wire is installed around the water meter. Please refer to the local electrical code for proper installation. If a jumper wire is not present during the meter change out, one will be installed.
5. **Per the Village, a rescheduling fee will be the responsibility of the homeowner if an appointment is rescheduled due to faulty valves, no access, no one answers the door, or the appointment is not cancelled prior to the installer's arrival.**