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Smart Water Meter Replacement Project Begins in The Woodlands

Five-year effort by 10 MUDs will optimize operations and enhance customer service

THE WOODLANDS, Texas, August 6, 2020 – Customers will receive new smart meters that will provide more frequent and detailed information about their water consumption, The Woodlands Water Agency said today.

Beginning the week of August 24, Woodlands Water will upgrade approximately 34,000 residential and business water meters within the 10 municipal utility districts (MUDs) served by Woodlands Water. The project, led by contractor Ameresco, Inc., will take approximately 18 months to complete.

Woodlands Water General Manager James M. Stinson, P.E., said, the upgrade will enable customers to better control and understand water usage and monthly bills. “This project is a five-year effort by our MUDs to optimize operations and enhance customer service,” Stinson said. “We also strive to make the meter upgrade process convenient for our customers.”

Stinson said Woodlands Water customers should know:

- Door hangers will be placed in neighborhoods three to five days before installation crews arrive. Installations will begin in MUD 39, followed by MUDs 1, 7, 67, 60, 47, 46, Metro, 6, and 36.
- Installation will require about 30 minutes per meter. Water service will be affected for about 15 minutes for most customers.
- Installation contractors will not enter homes or businesses but will need access to meters behind fences. They will wear bright yellow vests with “AMERESCO” identification, along with photo identification, and will work in neighborhoods between 8 a.m. and 5 p.m.
- Detailed usage information will be available through the Woodlands Water online WaterSmart customer portal. The meters provide daily and hourly water use information, along with current monthly information. Customers can elect to receive text message, e-mail, or phone call alerts, if water usage indicates potential leaks or abnormal usage.

Woodlands Water has created a dedicated project webpage to provide customers with project highlights and resources, including a two-week look-ahead implementation schedule. Customers can visit woodlandswater.org/ami for more information.

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The footer contains the Woodlands Water logo on the left, social media icons for Facebook and Twitter below it, and promotional text on the right. The background is a solid dark blue.

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