Dear Pleasanton Water Customer,

The City of Pleasanton is preparing to replace the water meter serving your property as part of a citywide Water Meter Replacement Project. **We expect to install your new meter within the next 60 days**, though this may change due to weather or other unexpected delays.

Starting in November 2026 and continuing through 2027, the City will replace more than 22,000 aging water meters across its service area. This approximately $12 million project is part of an ongoing investment in our water system. The effort will fulfill multiple goals, including improving service reliability, supporting accurate billing, reducing maintenance needs, and helping the City meet its water conservation and drought preparedness goals.

Water Meter Installation: What to Expect

The City's contractor, **Concord Utility Services (Concord)**, will install your new water meter. Here's what to expect during the installation process:

- **No appointment is necessary.** Installations will typically occur Monday through Friday during regular business hours, although evening or weekend work may be necessary. A Concord technician will knock on your door before beginning work, but you do not need to be home.
- **Your water service will be temporarily interrupted.** Water service will be interrupted for approximately 30 minutes during the replacement.
- **Please ensure your water meter is accessible.** Keep the area around your meter clear of obstructions and secure any pets.
- **Crews will be clearly identifiable.** Concord technicians will arrive in marked vehicles, wear safety vests, and carry identification displaying the Concord logo.
- **Technicians will photograph the work area.** As part of the standard installation process, technicians will photograph the water meter box and surrounding area to document existing conditions and the completed work. These photos are used for quality assurance and project documentation and are not intended for public use.

After installation, the technician will leave a door hanger confirming whether your water meter was successfully installed and provide contact information for questions or concerns. If we cannot install your water meter, you will be asked to contact Concord Utility Services at (904) 807-7743 to arrange for a technician to return and complete the meter replacement.

Your New Water Meter

Your new meter will continue to use advanced metering infrastructure (AMI) technology that automatically collects water use information throughout the day. Its ultrasonic technology measures water flow without moving internal parts, improving accuracy, reducing maintenance needs, and extending meter life.

Through the MyWater Pleasanton mobile app or the City's online customer portal, you can monitor your water use, track usage over time, and set alerts about unusual water use that may indicate a leak.

Customers will not be billed separately for the new meter or its installation. The project is funded by the City's water enterprise fund and customer water rates.

Questions or More Information?

For questions about your meter replacement or water service, please contact the Pleasanton Customer Service Center at (925) 931-5500 or visit **CityofPleasantonCA.gov/watermeters**.

Thank you for your patience and cooperation as the City replaces its aging water meters and continues to invest in a safe, reliable water system for our community.

Sincerely,

Siew-Chin Yeong
Director of Public Works
City of Pleasanton

Helpful Resources

Scan the QR codes below for more information and customer resources.

Water Meter Replacement Project Information

Customer Service Portal

Public Works Contact Us Form