

Water Meter Update From Ryan McReynolds

The City of Kingsport has a number of developments to announce in connection to a \$4.8 million water meter replacement project.

- Customers are now on a 30-day billing cycle and all customers have been returned to their normal due date.
- More than 17,000 new water meters have been installed to date, which allows the city to obtain readings remotely. The remaining meters are being read manually each month.
- A base station and nine repeaters have been installed across the water system to receive the usage information from the new water meters.
- Kingsport has signed a contract for a contractor to install 10,000 new water meters starting in January. All of these meters are scheduled to be installed by early July 2023.

The water meter replacement project dates back to December 2020, when the batteries in some water meters started to fail earlier than anticipated. As a result, the city's utilities department was not able to electronically detect an accurate reading of water usage.

The city began replacing these water meters with new ones in spring 2021. Kingsport anticipates having all remaining water meters in its 39,000-count system replaced within the next few years.

If you have any further questions about your water bill, please call 423-343-9860.

The City of Kingsport will be reinstating penalties for late payments in the near future.

To avoid an interruption in service, you need to come to City Hall (415 Broad Street) and speak with a customer service representative (located in the first-floor lobby) about resolving your debt or making payment arrangements.

If no arrangement is made, your water service will be disconnected.

Steps to Self-Check for Leaks

1. Turn off all faucets and water-using appliances, including ice-makers and toilets.
2. Check the leak indicator on the meter. (*see diagram on page 2*)
3. If the leak indicator is moving, the leak is most likely in a line inside or running to the home.
4. If the leak indicator isn't moving, the leak is most likely one of the items turned off in step 1. Turn these back on one at a time until the leak indicator identifies a leak.



FINDING YOUR WATER METER

Typically, water meters are located in the front of a home or business, near the street or curb. Most are in either a cast iron box with a metal lid, or a plastic meter box with a plastic lid. The plastic lids are typically outfitted with a hinged metal door.

For assistance in locating your water meter, or to report an issue with a meter box, please call 423-229-9454. Additionally, you can now report issues via the free city app, ConnectKingsport. Visit www.kingsporttn.gov for more information.



ConnectKingsport may be used to report many issues that are not related to the water meter, such as graffiti, code enforcement issues, a fallen tree, or a damaged garbage cart.

UNDERSTANDING YOUR WATER METER

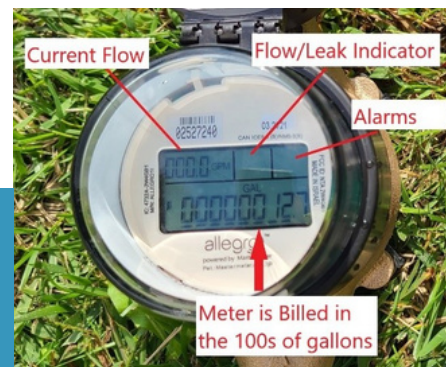
The water meter's totalizer works like an odometer. The numbers are read left to right, and the reading is the total amount in gallons the meter has registered over the course of its life.

Current flow is displayed in the top left of the new meters, in gallons per minute, to the tenth of a gallon. The middle box has a flow direction/leak indicator displaying an arrow in the direction of flow.



The older 3G meters are equipped with a silver star in the middle for a leak and flow indicator. Counter-clockwise rotation indicates water is flowing through the meter in the direction of the residence, while clockwise rotation indicates backwards flow towards the water main.

**Please notify the utility office if you notice clockwise rotation on your water meter.*



All of our meters have several things in common, such as a leak indicator, regardless of make & model.

For assistance with yours, please call 423-229-9454.

CONTACT US

For more information or if you have questions, please contact us at 423-229-9454 during normal hours (7:00am-4:30pm, Monday-Friday).

To report a water outage, water break, or other water/sewer/storm related issue after hours, please call 423-246-9111.



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