



**DATE OF LETTER** \_\_\_\_\_

Dear DWSD Customer:

We were unable to complete your meter installation/repair due to an existing plumbing issue(s). It is urgent that you make the necessary repairs to avoid your water service being interrupted for non-compliance. Please reference the meter set-up diagram on the back of this letter as a guide.

**Repairs must be completed and a follow-up appointment scheduled within ten (10) days of the date of this letter or your account will be interrupted for non-compliance.**

**REQUIRED REPAIR(S):**

- Inlet valve, outlet valve and bypass operable (use gate valves only)
- Meter connection for inlet and outlet side flanged, if missing
- No corroded or leaking pipes, no PVC, braced piping is required
- Meter area accessible and clean
- Bypass valve operates (only applicable if service line is 1 ½" or larger)
- Piping aligned with correct meter spacing
- Proper meter well and cover (if applicable)
- Galvanized or copper set up
- Unwrap meter and service line
- Other \_\_\_\_\_

**CAUTION** Make sure repairs are performed correctly and according to instructions. Incorrect or incomplete repairs will delay meter work and perhaps lead to water service interruption.

**REPAIRS** If service needs to be turned off for repairs and/or restored after repairs have been completed, please call **313-267-7401** to make arrangements.

**CONTACT** Please contact our Customer Care Center to schedule an appointment at **313-267-8000**.

**OR VISIT ONE OF OUR SERVICE CENTERS**

**Downtown Customer Care Center**

735 Randolph Street  
Detroit, MI 48226  
Monday-Friday, 8 a.m.-5 p.m.

**Eastside Customer Care Center**

13303 E. McNichols Road  
Detroit, MI 48205  
Monday-Friday, 8 a.m.-5 p.m.

**Westside Customer Care Center**

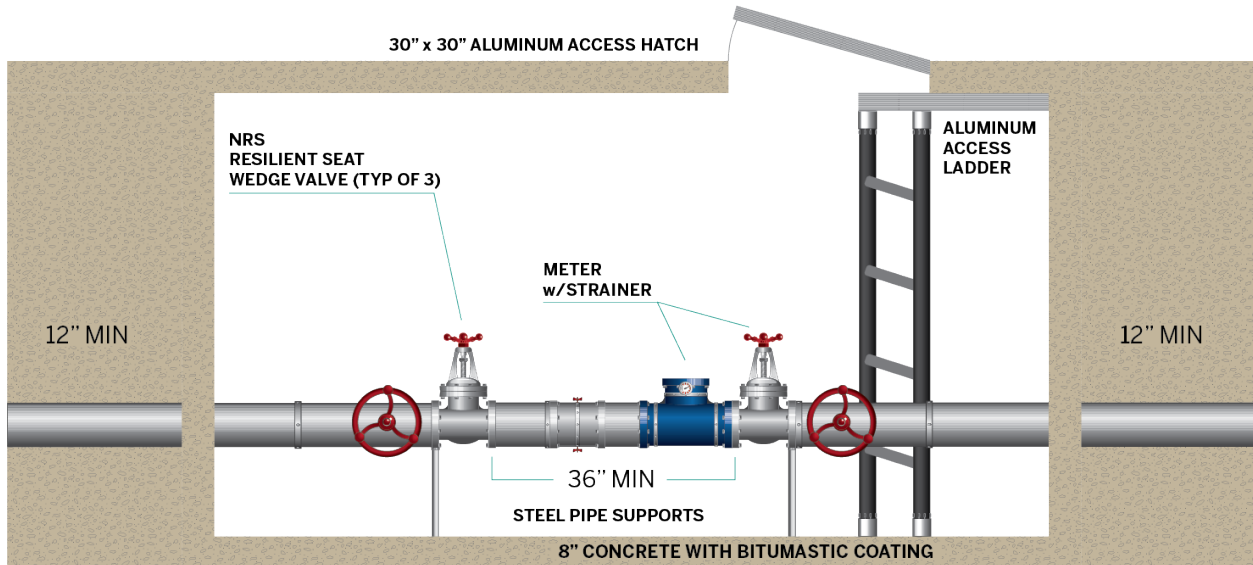
15600 Grand River Avenue  
Detroit, MI 48227  
Monday-Friday, 8 a.m.-5 p.m.

Thank You,  
**The DWSD Meter Operations Team**

## METER SET-UP REQUIREMENTS

**No plastic permitted. Read before starting repair work.**

### SECTION VIEW



### CUSTOMER IS RESPONSIBLE FOR MAINTAINING ALL PLUMBING IN ORDER FOR WORK TO BE PERFORMED.

Meter maintenance work cannot be performed if valves do not shut off, have handles, have leaks or if the pipe is corroded. You should periodically test the valves and check piping. Customers need properly operating valves any time the water has to be shut off to do internal plumbing repairs.

### METER SIZE AND LENGTH MEASUREMENTS

METER / PIPE SIZE	A	B
3 INCH	28 INCHES	54 INCHES
4 INCH	32 INCHES	64 1/2 INCHES

**NOTE:** 18" Water meter box cover set-up for 2 Schlumberger Pro-Read systems.

### METER SET-UP REQUIREMENTS

1. Piping up to and leading out of vault will be restrained using mega-lugs series 1100 or approved substitute. Calculations for restraint based on dead end line.
2. Shop drawings for vault and piping materials will be submitted to the PWCSA for review and approval prior to installation.
3. 4" x 3" reducers required between valves for 3" meter application.
4. Meter will be provided by PWCSA.
5. Floor will be designed to drain to sump area. Provide gravity drain to daylight.
6. The structure shall not be installed where subject to vehicular or pedestrian traffic.
7. All meters to have test port spool pieces after meter.
8. The exterior of all meter vaults shall have a bitumastic coating.