



WATER METER REPLACEMENT PROJECT FAQ

Q. What is the Water Meter Replacement Project?

A. Belton is upgrading more than 8,000 water meters from traditional meters to a modern Advanced Metering Infrastructure (AMI) system, which improves accuracy, efficiency and customer service.

Q. What are the benefits of the new AMI meters?

A. Residents can expect more accurate billing, quicker detection of leaks or unusual usage, improved access to water-use information and faster service for move-ins or account changes through remote connection and disconnection.

Q. When will meter installations begin?

A. Meter installations are expected to start in spring 2026.

Q. How long will it take to replace all meters citywide?

A. A complete installation timeline will be provided once the contractor's schedule is finalized, but the work is expected to take several months.

Q. How will I be notified before installation?

A. Residents will receive advance notice through door hangers and City communication channels before work occurs in their area.

Q. Will installation interrupt my water service?

A. Yes, briefly. Water service will be temporarily shut off during installation but typically restored within an hour.

Q. Do I need to be home during installation?

A. Usually no. Since meter pits are outdoors, crews do not need to enter the home. If a property requires special access, the City will notify the resident in advance.

Q. Will I be charged for the new meter?

A. No. The replacement is fully funded as part of the City's long-term infrastructure investment.

Q. How is my water usage data protected?

A. AMI systems transmit data securely using encrypted communication. No personal identifying information is sent via the meter.



Q. Will this project change my water rates?

A. The project itself does not increase water rates. Rates continue to be set through the City's regular budget and review process.

Q. Who will install the new meters?

A. USG Water Solutions will perform installations. Crews will be clearly identifiable, properly trained and authorized to work on behalf of the City.

Q. What happens after my meter is replaced?

A. Service will be restored and billing will continue as normal. Once the AMI system is fully operational, residents will receive information about how to monitor their water usage.

Q. Will businesses be impacted differently than homes?

A. Most installations will be similar, though businesses with larger meters may require additional time or scheduling coordination. The City will notify business owners of any unique needs.

Q. What if my meter pit or equipment needs repairs before installation?

A. Crews will note any issues during the survey. If repairs are needed, the City will contact property owners with the next steps before installation occurs.

Q. Will the old meters be removed?

A. Yes. Old meters will be removed and handled according to City and regulatory requirements.

Q. What if I have questions during the project?

A. Residents can contact the City's Utility Billing or Public Works Department at any time. Additional updates will be posted on this webpage and shared through City communication channels.