



October 13, 2025

Dear Tilden and Calliham Water System Customers,

REPLACING YOUR WATER METER THROUGH THE COUNTY'S CAPITAL IMPROVEMENT PROGRAM

McMullen County, through the Tilden and Calliham Water Systems will begin the process to upgrade your water meter to an Electronic Water Meter with communication capabilities. There is no additional cost for the upgrade.

The County has partnered with Ferguson Waterworks and a contractor to install Kamstrup Electronic Water Meters. You will see uniformed employees with "Authorized Installation Contractor" on their vehicles. They have been authorized to upgrade your water meter.



BENEFITS OF ADVANCED METER COMMUNICATIONS

- Utilize newer technology for reading water usage
- Reduction in costs associated with manual meter reading (staff time and vehicle fuel consumption)
- Immediate identification of leaks, which reduces system water loss & conserves water
- Improved customer service and increased customer participation
- Extended life/use of meter

WHAT TO EXPECT

- Electronic Water Meter installations will occur Monday–Friday from 8:00 am to 4:00 pm.
- Installations are expected to take place in September & October and will typically take 20 minutes per meter to complete.
- Customers will receive door tag notifications after the meter has been installed.
- Meters may not be replaced if a leak is detected.
- Customers don't need to be home during the installation.
- This project will require that water service is temporarily disrupted. Customers with medical conditions should call the County at (361) 274-3900 to make arrangements, if necessary.
- The Nueces River Authority will continue reading your water meter manually until the communications network is fully operational.
- Periodic updates will be sent via McMullen County's phone app. To subscribe to the app, visit: <https://apps.myocv.com/share/a120578072>
- For general information or to report a water emergency, call (830) 278-6810.

Thank you for your assistance during the installation process. If you have any questions regarding meter installation, please review the enclosed materials, visit the County's website at: www.McMullenCounty.org or contact the County at (361) 274-3900 or Nueces River Authority at (830) 278-6810.

Sincerely,

James E. Teal

McMullen County Judge

McMullen County Electronic Water Meter Upgrade



Project Information Bulletin



McMullen County is dedicated to providing you the most efficient and safest water service possible. Over the next couple of months or so, our partnered Installation Contractor will be installing automated smart meters throughout the Tilden and Calliham Water Systems. With these new meters, we will be able to provide you better visibility and tools to help you manage your water usage, identify potential leaks quicker and ultimately save money. Because of this instantaneous data transmission, the electronic meters can improve the overall efficiency of your utility operations. We will use the same quality-assurance practices as always to ensure accuracy and performance of the new meters.

The key differences between your current metering system and our new electronic Kamstrup water meter system are the following:

- Meter consumption data will be transmitted wirelessly from each meter to the utility office. Nueces River Authority personnel will now only visit your water meter to investigate any system-triggered alerts or inquiries initiated by you.
- This electronic water meter system is a robust form of water metering technology that allows for the direct transmission of water use data between the point of consumption and the utility. They make it possible for meter data to be read in real time, which provides a higher level of accuracy while simultaneously eliminating the need to manually read water meters.
- Automatic alerts will allow quicker response to leaks, meter tampering and unauthorized usage so that your property and your water bill are better protected.
- You will eventually have access to a customer portal that offers visibility and budgetary control over your water usage. You will be able to see your weekly or monthly consumption profile so that bills can be better understood, conservation practices can be reviewed and communication tools with the County and Nueces River Authority can be implemented.

WHAT DO I NEED TO DO?

There is nothing that you need to do, your new smart meter will be installed by an authorized contractor and the system will be checked to ensure that it is working properly. You will be alerted through various postings prior to the installation contractor reaching your neighborhood. The contractor will attempt to knock on your door to make sure it is okay to temporarily turn the water off to install the upgraded meter. If there is no response at the front door and the contractor detects water being used (by inspecting the meter register), then your meter will not be upgraded, and you will have to call the utility office to schedule an appointment. When you first use your water after the upgrade, you may experience a "burp" of air and possibly some residue emitted at each faucet. If this happens, just run your water briefly until it flushes the line and flows normally.

FREQUENTLY ASKED QUESTIONS

- **What is a smart meter?** A smart meter is part of a system that uses wireless radio frequency and cellular technology to send your meter readings to the County & Nueces River Authority. It is our goal to have all water meters replaced with state-of-the art meters by the end of October in Tilden and Calliham.



McMullen County Electronic Water Meter Upgrade



Project Information Bulletin (continued)



- **Why change the meters now?** The decision to implement the new system was driven by its ability to help the Tilden & Calliham Water Departments automate the collection of meter readings, provide customers with a better understanding of their water bills, and identify leaks that are responsible for much of the system's treated water loss. Customers will have more control over their water bills and the County will be able to improve service and operate at a greater level of efficiency.
- **What are the benefits of the new meters and technology for the residents?** This technology offers more consistent and accurate readings and 24-hour leak detection. After installations are completed throughout Tilden and Calliham, customers will have access to a web portal allowing customers to easily monitor their water consumption, compare current usage to previous periods, set e-mail and text alerts and set budget and conservation goals.
- **Do I have to pay for installing my new meters?** No, McMullen County will pay for the costs of the meters and their installation
- **Will my bill go up even if I'm using the same amount of water as before?** Whenever a new meter is installed, either a smart meter or a manual-read meter, there is a chance that your bill may increase. Many of the water meters in Tilden and Calliham are more than 20-years old and at the end of their functional life. As meters age, their accuracy begins to decline. The new meter will accurately reflect your consumption, and as a result, may report higher billable water usage.
- **When will I receive my bill?** You will continue to receive your bill on the same cycle.
- **What makes "smart meters" different from the meters we currently have?** A smart meter measures how much water is used every hour instead of on a monthly basis. The readings allow the County and Nueces River Authority to manage overall system demand and detect problems, such as water leaks, very quickly.
- **What is the technology that reads my meter and sends it to the County & Nueces River Authority? Is it safe?** Your new meters use wireless radio frequencies - just like wireless Internet and cable TV - to send and receive information. The meters and communication network meet all federal safety standards and codes.
- **When will I know that my meter will be upgraded?** We will be sending out notifications on the County's phone app and plan to post periodic updates on the County's website prior to and during the upgrade. We will also be hanging a door tag once the meter has been upgraded. During the installation, the authorized installation contractor will be wearing identification, and their vehicles will be marked "Authorized Installation Contractor."