

Frequently Asked Questions

Why are the meters being replaced?

The Village's metering infrastructure will soon reach the end of its reliable life cycle. In order to ensure the accuracy of billing and water system consumption data, installing new meters is necessary.

Am I required to participate?

Yes. Eventually, every home in the Village of Tequesta Utility Service Area will be equipped with a new radio-read meter. Water meters and reading devices are necessary for the fair and accurate billing of utility services. Your cooperation is greatly appreciated and will aid in the smooth completion of this important project.

Do I have to pay for the new water meter?

No, the replacement is part of the normal operating costs for the utility and has been funded through the monthly water bills.

Do I need to be home for the meter replacement?

No, it is not necessary for you to be at home during the meter upgrade. When the meter installer arrives to replace the meter, he or she will attempt to inform you prior to beginning work. If you are not at home, a door hanger will be left providing information.

Who will be installing the upgrade?

Village of Tequesta staff will be installing water meters 2 inches and larger. The Village has contracted with National Metering Services to install the remaining water meters less than 2 inches. All technicians will have a Village of Tequesta-issued photo identification card, be professionally dressed, and travel in marked vehicles. If you have any concerns with the technician or question the validity of their credentials, contact Utilities at (561) 768-0700.

How long will it take to replace my meter?

Most meter replacements take less than 30 minutes to complete! Larger and more complex installations may take longer.

Will they have to dig in my yard?

Not typically, however in some cases hand-digging may be required. If digging is required, repairs will be made to restore the original conditions.

Will they need to enter my backyard?

The technicians will only need to enter your backyard if that is where your meter box is located.

How do I know if my meter's been upgraded?

A door hanger will be left behind after the meter installer's visit indicating if your meter was successfully upgraded.

Are the new water meters accurate?

The new water meters meet or exceed AWWA accuracy standards are tested in the factory before they are shipped.

Is the information sent from the meter to the utility safe and secure?

The only data sent from the meter to the utility is the meter identification number and the usage data. No personal information is sent through this process.

Will the water meter be hooked up to my home's power?

No. The water meter is battery operated and does not require any power. The batteries are estimated to last 15-20 years.

What if there is a leak at the meter or any other problem after my meter has been replaced?

The technician will not leave if there is a leak present when the meter installation is complete. If a leak or other issue arises after the installer leaves, call the Utilities Department (561) 768-0700.

What is AMI?

Advanced meter infrastructure, or AMI, is an integrated network of infrastructure that allows for two-way communication between customer's water meter and the utility. It allows for improved customer service through the Customer Portal, automatic leak detection, water conservation, and operational savings.

What is the Customer Portal?

The Customer Portal is a website that allows customers and customer service staff to have access to detailed water use and billing data at their fingertips 24/7. In addition, customers can use the Customer Portal to receive leak alerts and notifications if their bill exceeds a certain amount so that they can make informed decisions about their water use with near real-time information.

When will the Customer Portal be available?

The Customer Portal is planned to be available in Fall 2020.