



Town of Tewksbury
999 Whipple Road
Tewksbury, MA 01876

Aviso Importante:
Se requiere su acción. Si usted no
entiende esta carta, por favor que
alguien traducirlo para usted.

MONTH ##, 2025

LAST NAME, FIRST NAME
ADDRESS
TEWKSBURY, MA 01876

Work Order #:000000
Service #: 0000
Service Address: ## **STREET NAME.**

Dear Water Customer,

In a continuing effort to improve our water service to you, the Town of Tewksbury is implementing a district wide upgrade to our water metering system. This upgrade includes installation of a new water Meter Transmission Unit (MTU), which is a water meter reading device, at your home or business by the installation contractor, Hydro Utilities. **This installation is mandatory and will be at no additional charge to you for a standard installation.** If you are not responsible for scheduling this work, such as in the case of a tenant or renter of the property, please pass this notice on to the owner of the property.

Within 2 weeks of this notice please schedule your appointment to have your new water Meter Transmission Unit (MTU) installed by one of the following two methods:

- Go online to www.tewksburymeters.com and enter the Work Order # and Service # found to the right of your address above to log in and schedule your appointment.
- Call Hydro Utilities toll free at **1-866-983-8080** Monday through Friday between the hours of 8:00 am and 4:00 pm. Provide the Work Order # and Service # found to the right of your mailing address above. **(Please DO NOT contact the Town of Tewksbury directly to schedule an appointment.)**

All Hydro Utilities employees will have a photo ID badge and drive clearly marked vehicles. Do not allow any stranger into your home without a photo ID badge and clearly marked vehicle. Call Hydro Utilities to verify your appointment if you have any doubts.

Appointment Information

- Appointments are available at set times Monday through Friday from 8:00 am to 4:00 pm. Additional appointment times can be found on the online scheduler.
- Please allow 30 minutes before and after your scheduled time for our arrival.
- Installation time is approximately 30 minutes.
- The installer must enter the home/business to complete the installation. An adult (18 years old minimum) must be present for the entire time of installation and be able to sign a form to verify the water meter change out.
- The area around water meter (minimum 5-foot radius) must be accessible to the installer prior to the appointment.

Thank you for your assistance.

Respectfully,

Kevin Hardiman
Director of Public Works Department