



Portland Water District

From Sebago Lake to Casco Bay

Customer Service

Business Hours

8:00 a.m. – 4:30 p.m.

August 20, 2025

*****AUTO**5-DIGIT 04062

TOWN OF WINDHAM

8 SCHOOL RD

WINDHAM ME 04062-4899



Every Home, Every Meter: PWD Launches Major Meter Replacement Project

Dear Valued Customer,

The Portland Water District (PWD) is launching a major project to replace nearly all 55,000 water meters across the service area with the latest technology in Advanced Metering Infrastructure (AMI). This project will begin in October 2025 and continue over the next three years.

Why Now? The current meter equipment has reached the end of its useful life—the last system-wide upgrade occurred nearly two decades ago. Analysis revealed increased wear and aging of metering equipment. After a thorough technology review, AMI was selected as the long-term solution to support modern operations and improve customer service.

What to Expect: PWD has partnered with **Core & Main** to deliver the full AMI solution, which includes:

- **Sensus meters** (non-mechanical and highly accurate)
- **VEPO Metering** for professional installation

Installations will begin in Gorham and continue throughout the service area. VEPO Metering will contact the customer directly to schedule appointments when they are in the neighborhood. Because meters are generally located inside homes and businesses, the installer **will need access to the inside of your building**.

All authorized installers will carry identification, wear uniforms, and drive clearly marked vehicles. For your comfort and safety, customers can request an electronic photo ID notification of the technician prior to the appointment.

There is **no cost** to customers for the installation. Participation is **required** as the old meters will no longer be operable after this project.

What are the Benefits?

- Enhanced customer service, more timely and detailed usage data, and improved billing accuracy
- Faster leak detection and emergency response
- Operational efficiencies leading to cost savings

In addition, a **new online customer portal** will be introduced near the end of the project. It will offer access to full usage history, billing details, and conservation tools—empowering you with more control over your water usage.

We appreciate your cooperation as we implement this important project. For more information and updates, please visit www.pwd.org/AMI or contact our Customer Service Center at 207.761.8310. Thank you.

Sincerely,

Portland Water District

MORE INFORMATION

A public information session will be held during the Regular Board Meeting to provide more detail and answer questions.

Date: September 29, 2025

Time: 6:00 p.m.

Where: in person and online

Nixon Development Center
225 Douglass Street, Portland
and
www.pwd.org/AMI (zoom link)