



AN IMPORTANT MESSAGE FROM THE CITY OF IDA GROVE

COVID-19 PRECAUTIONS:

Utility Metering Solutions, LLC is committed to your safety and that of their workforce. Therefore, installers will be following necessary precautions per our mandatory corporate policy including social distancing, the use of gloves, foot booties, and face coverings when interacting with customers. They will also be routinely cleaning and disinfecting their tools and tablets.

Dear Ida Grove Resident,

The City of Ida Grove is replacing water meters in your service area and has contracted Ferguson Waterworks and Utility Metering Solutions (UMS) to complete the installation of these meters.

There is **no cost** for the replacement, but you are required to have your water meter replaced.

Ferguson Waterworks and Utility Metering Solutions (UMS) was selected based on their experience as meter installation contractors. All installers will have identification, wear uniforms, travel in marked vehicles and have completed background checks.

The City of Ida Grove, Ferguson Waterworks, and Utility Metering Solutions (UMS) thank you in advance for your cooperation in making this a successful program.

HOW TO SCHEDULE

For 24 Hour Online Scheduling,
<https://idagrove.umsscheduling.com>

OR

Call **UMS** at (844) 741-6248 M-F between the hours of 8:00 am and 4:00 pm (CST) to schedule an appointment.

WHEN TO SCHEDULE

Schedule within **ONE WEEK** of receiving this letter

Installation appointments are available M-F from 8:00 am to 4:00 pm (CST).

Limited evening & weekend hours are available upon request

Reserve a **TWO-HOUR** time block for your appointment

APPOINTMENT CHECKLIST

- Plumbing valves should be in **GOOD WORKING ORDER**
- The area around the meter and service line must be **CLEAR** and **ACCESSIBLE**
- Presence of an adult 18 years of age or older is **REQUIRED**
- Pets must be secured

SCAN OUR QR CODE TO GO STRAIGHT TO SCHEDULING



ANY QUESTIONS?

City of Ida Grove
Box 236
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UMSB