

Water Meter Replacement Program

Improving Our City of Troy with New “Smart” Water Meters

The safety, security, and health of residents are the City of Troy’s top priorities. As part of these goals, beginning in March of 2023 the City of Troy is modernizing essential infrastructure in our community and replacing most residential and business water meters (at no cost). These new meters will help the City of Troy manage our critical water system infrastructure more effectively and deliver improved customer service.

The City of Troy’s water meter replacement program is necessary because our existing water meters have degraded and are past their usefulness. The new water meters will deliver accurate, real-time water readings for customers and help us to monitor our water resources City-wide.

Most water meters in the City of Troy are located outside in a meter pit. No appointment is necessary. You will be notified via a door hanger when your meter has been replaced. Should your meter be located inside, you will be notified to schedule an appointment with MB Construction, the contractor hired to replace the meters.

After your water meter has been replaced, follow the instructions on the door hanger regarding flushing your service line,

The City of Troy greatly appreciates your cooperation and our staff is available to answer questions that you may have about the process.

“Smart” Technology

The City of Troy will be installing “smart” water meter technology that utilizes a remote wireless meter reading process through the Sensus water meter product line. Sensus is a leader in this industry and is known for its reliability, accuracy, and longevity. This technology is widely used and has been proven to provide superior customer service, reduced operation costs, and greater data accuracy.

The new “smart” meter reading system, Advanced Meter Infrastructure (AMI), is an automatic process that collects readings multiple times a day as well as on-demand.

Water and Cost Savings

The new “smart” meter system will eliminate the cost of staff hours needed for meter readings, reduce the City of Troy’s carbon footprint by eliminating the need for the “drive-by” meter readings, and help us comply with requirements to detect water leaks and minimize water loss in our system.

