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ELECTRIC
DISTRICT HEAT
WATER
WASTEWATER
SOLID WASTE

NEWS RELEASE: For immediate release, February 13, 2002

The Board of Public Utilities will be visiting its customers' homes to replace the automatic meter reading device recently installed on the water meter during the present meter replacement program.

The automatic reading device should not be confused with the actual water meter, which is not in question.

Under normal operating conditions, the automatic meter reading device should operate properly. However, due to a manufacturing process, the vendor has determined that the automatic meter reading device installed within the last 15 months may malfunction.

The malfunction would cause the reader to NOT send a meter reading to the utility. A malfunction of the reading device in no way affects the meter reading.

In the case of a malfunction of the automatic reading device, the utility would have to send a service person to physically take the reading from the meter.

In support of the manufacturer's commitment of providing BPU customers with exemplary service and support, Itron, Inc. has requested that the Board of Public Utilities replace the current device with a new improved device.