

# We Visited You Today



As part of the meter upgrade program currently underway by the Public Works Commission of the City of Fayetteville, Apex CoVantage, PWC's approved metering service provider, was here today to change your PWC electric and/or water meter(s). During our visit on \_\_\_\_\_ / \_\_\_\_\_ :

We replaced your electric meter. There was a brief service outage during the installation, and we apologize for any inconvenience this may have caused.

We repaired the base of your electric meter as part of the upgrade. There will be no charge for this repair. If you have questions regarding the repair, please call the Apex Support Call Center at 1-800-442-3721, Monday – Friday, 8 am to 5 pm.

*See back for more information.*

We replaced your water meter. Because of the brief service outage during the installation, you may experience air in your water lines or discolored water. To clear your lines, open your faucets and run water briefly.

We repaired your water meter line as part of the upgrade. There will be no charge for this repair. If you have questions regarding the repair, please call the Apex Support Call Center at 1-800-442-3721, Monday – Friday 8 am to 5 pm.

Unfortunately, we were unable to complete the work, as we were unable to access your meter(s) because of:

\_\_ Locked fence/building

\_\_ Dog

\_\_ Other \_\_\_\_\_

**Because we were unable to complete the work today, please call the Apex Support Call Center at 1-800-442-3721, Monday – Friday 8 am to 5 pm, to schedule an appointment to upgrade your meter(s).**

Thank you for your assistance. We appreciate the opportunity to serve you as a valued PWC customer.

For more information on the PWC metering program, visit [www.faypwc.com](http://www.faypwc.com).

