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**FOR IMMEDIATE RELEASE**

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## DeKalb New Day Project Begins Replacing 102,000 Water Meters

*Results will be accurate meter reading, billing and consumption data*

**DECATUR, Ga.** – Today, DeKalb County began installing new water meters as part of the *New Day Water Meter Exchange and Upgrade Initiative*, a three-year program to replace 102,000 aging and potentially defective water meters.



*Contractor installs new water meter.*

“DeKalb County has worked tirelessly to address the long-festering problems in our water and sewer billing and meter reading processes,” said CEO Thurmond. “With new state-of-the-art meters, water customers can expect accurate billing and meter reading, increased customer service and restored trust.”

**(more)**

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Last week, all 194,000 DeKalb County water customers received a letter from CEO Michael Thurmond announcing the initiative and results to date of the New Day Project. From this initiative water customers can expect accurate billing and meter reading, increased customer service and restored trust.

The water meter replacement initiative will be implemented in several phases over the next three years. Phase One starts this month with 30,000 meters scheduled for replacement. Water customers receiving a new meter will be notified with door hangers on their residences. Upon completion, another door hanger will notify them of the successful installation. Specially trained and identifiable work crews will install the new meters.

A robust communications strategy will ensure that all affected customers will receive frequent, accurate information through myriad channels including: billing inserts, the county website, social media, news media, the weekly county newsletter, DCTV, Nextdoor social network and yard signs where meters are being replaced.

For more information, visit [www.dekalbcountyga.gov/newdayproject](http://www.dekalbcountyga.gov/newdayproject) or call 404-378-4475.

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