



Dear Valued Customer,

As City Utilities continues to enhance service, we are excited to debut MyWater, a program by City Utilities, which will provide you with:

- hourly water usage information
- important service notifications
- alerts for leaks and high-usage
- manage autopay or make one time payment
- enroll in paperless billing

The launch of MyWater requires the water meter at your house to be replaced by our contractor Tribus Services. Each installer is an employee of our contractor Tribus Services, and will be identifiable by their vehicle, uniform, and identification badge that includes the Tribus Services logo.

If you have any questions about the meter replacement process, visit our MyWater Program webpage at utilities.cityoffortwayne.org/mywater for Frequently Asked Questions and other resources. We truly appreciate your participation and look forward to what MyWater will bring!

Kumar Menon
Director, Fort Wayne City Utilities

ACTION REQUIRED

WHAT YOU NEED TO DO:

1. **Schedule your meter replacement appointment as soon as possible with Tribus Services online at utilities.cityoffortwayne.org/mywater or by calling (833) 945-2522 between the hours of 8AM and 7PM EST Monday thru Friday.**
2. **Provide Access to Meter:** The area surrounding your meter must be clear and easy for the installer to access.
3. **Be Present During Installation:** Someone 18 years or older must to be present for the installer to complete the upgrade.

FOR YOUR SAFETY

To ensure the safety of our customers and employees, we ask that customers and employees practice social distancing for the duration of the appointment.

