



Dear Customer,

We are pleased to inform you that the Brownsville Public Utilities Board (BPUB) will begin upgrading meters in your area as part of our Advanced Metering Infrastructure (AMI) Smart Meters Program.

This upgrade will modernize our utility services, improve efficiency, and enhance reliability, giving you more control over energy and water usage. These new meters will provide daily usage data, allowing for more accurate billing and quicker detection of service issues such as leaks and outages.

The new smart meters are tested to meet or exceed industry standards for safety and accuracy. This upgrade will enhance service reliability while ensuring that the technology we implement prioritizes your well-being and security. Here's what you can expect during the installation:

- **Installation Schedule:** Meter upgrades typically occur Monday to Friday from 8:00 a.m. to 5:30 p.m. and Saturday, as necessary, from 9:00 a.m. to 3:00 p.m.
- **Access Requirements:** You don't need to be home if we have clear access to your meter. Please ensure any physical barriers are removed to allow for easy access.
- **Installer Identification:** Meter technicians from the BPUB's authorized installation contractor, Allegiant Utility Services, will drive clearly marked vehicles, dress in uniform and carry valid photo IDs. Allegiant Utilities Direct phone # 866-425-0234.
- **Notifications:** On the day of your meter upgrades, the installer will knock on your door before starting any work. Then place a door tag with information about the work performed before they leave.
- **Brief Service Interruption:** A short service interruption during the upgrade process may occur.
- **No Appointment Needed:** If an issue prevents us from upgrading your meters, we will note that on the door tag and return later.



We are committed to providing high-quality and reliable utility services and appreciate your cooperation during this important upgrade. For more information about the AMI Smart Meters Program, please visit the BPUB website at www.brownsville-pub.com/AMI or scan the QR.



Sincerely,
Brownsville Public Utilities Board