

What to Expect:

VEPO Metering, the installation contractor working on behalf of Okaloosa County Water & Sewer, will be performing your water meter exchange. The installer will have identification that shows he or she is a representative of VEPO Metering, and all vehicles will have VEPO Metering's logo. You do not need to be home during the upgrade. The installer will never need access into your home. There is no action needed on your part, and the meter exchange should only take approximately 10 minutes.

Frequently Asked Questions:

Q: Didn't you already do this a few years ago?

A: No. Several years ago we began an Advanced Metering Infrastructure project to upgrade all meter locations. This involved installing Sensus iPERL meters at all locations that did not already have one, as well as transmitters, dual check valves, and new meter boxes/lids. For customers who already had an iPERL meter, the only upgrade necessary was programming of a transmitter.

Q: Will I see a charge on my bill for the meter exchange?

A: No.

Q: Will this new meter cause my bill to increase?

A: No. This meter is the exact same type/style of meter as the one you currently have, just newer.

Q: Can I just keep the meter I have?

A: Water meters have what is known as a "useful life". Your water meter is reaching the end of its useful life and must be replaced.

Q: Will the installers need access into my home?

A: Never. All installers will have identification, and there will never be reason why they need to enter your home.

Q: Does the meter use my home's electricity to transmit meter readings?

A: No. The meter uses a battery to transmit meter readings.

Q: What other information gets transmitted?

A: The meter transmits consumption information, as well as alerts when it detects an empty pipe or signs of meter tampering.

Q: If I am taking a shower or doing laundry, will my water still be shut off?

A: Meters will generally be exchanged Monday – Friday from 8am – 8pm. If there is movement on the meter, which indicates water is being used inside the home, VEPO Metering will knock on the door. If there is no answer, they will leave a door tag requesting that the resident call to reschedule the meter exchange.

Q: Are there any health hazards associated with the new equipment?

A: No. This is same meter as the one you currently have, just newer. The equipment operates at a low-power radio frequency, comparable to a cordless telephone. All equipment operates in compliance with state and federal communication standards. In addition, water meters are installed away from the house, so potential exposure is very limited.

Q: If I have any other questions, who should I call?

A: Any questions or concerns regarding the scheduling of your upgrade, or issues you may be having with your meter or water service immediately after the upgrade, can be directed to VEPO Metering at 1-877-860-8376. You can also reach Okaloosa County Water & Sewer's Customer Service department at (850) 651-7171 Monday – Friday from 8:30AM – 5PM.