



OKALOOSA COUNTY WATER & SEWER

1804 Lewis Turner Blvd
Suite 300
Fort Walton Beach, FL 32547

September 1, 2021

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CURRENT RESIDENT
1234 ANYWHERE ST
FORT WALTON BEACH, FL 32547-1292

RE: Upcoming Meter Exchange Project Performed by VEPO Metering

Dear Customer:

Okaloosa County Water & Sewer (OCWS), in partnership with VEPO Metering, will be replacing the oldest meters in our system beginning September 7. There are approximately 4,100 meters involved in this project, and the estimated completion date is the end of November. You will be receiving a newer model of your existing water meter (Sensus brand iPERL meter). You do not have to be present for the meter exchange. **There is no action needed on your part,** and you will not receive any extra charges on your bill related to the meter exchange.

VEPO Metering employees all have picture identification, and their vehicles will display the VEPO Metering logo. Your water service will be interrupted for approximately 10 minutes during the meter exchange. There is no reason for an employee of OCWS or VEPO Metering to enter your home, and they will not ask to do so.

If the VEPO Metering employee sees that the meter is registering water consumption, indicating that water is currently in use at your home, then your water will not be interrupted. In that scenario, the VEPO Metering employee will knock on the door. If there's no answer, VEPO Metering will leave a door hanger requesting that you call them to schedule the meter exchange.

If you have any questions or concerns, please feel free to reach out to OCWS Customer Service at (850) 651-7171, or email us at waterinformation@myokaloosa.com. You can also visit our website at www.okaloosaws.com for more information.

Sincerely,

Okaloosa County Water & Sewer
Customer Service
1804 Lewis Turner Blvd
Fort Walton Beach, FL 32547

