

Dear Northbrook Resident/Business:

We are excited to announce the Village will be replacing water meters throughout the water distribution system as part of a twelve month project starting in April of this year. This project provides several benefits including:

- Improving customer service by implementing a remotely read system, providing water customers with near real-time access of current water usage information and changes in the volume of water used; and
- Eliminating the requirement to have a meter reader enter the premises to confirm water usage; and
- Supporting the Village's sustainability goals to partner with customers in reducing water consumption through improved meter accuracy in tracking the volume of water used;
- Enhancing leak detection as required by Illinois Department of Natural Resources.



QR Code for AMI Project

The Village is partnering with Veregy, LLC, to oversee water meter replacements from April 2025 to March 2026. Licensed Illinois plumbers will install new meters. Installers will have proper IDs, uniforms, and marked vehicles. Replacements will only occur by appointment; no one will visit without prior scheduling.

To prepare for this project, residents and businesses should confirm the existing meter is accessible. A meter is considered accessible when it has a clear unobstructed space of roughly 24 inches by 36 inches around them, although larger meters may require additional space.

Before meter installers begin work in your area, you'll receive a mailed notification from Veregy with a phone number and website to schedule your appointment. Appointments will be available starting about two months prior to work beginning with the first areas receiving new meters defined as billing area 1 (those accounts that start with 01). Appointments will be made in each area sequentially. Information on the meter replacement process and what property owners can expect is available on the Village website.

Please visit the Village's website, which will be updated regularly, for more information about the project (<https://www.northbrook.il.us/1154/Automated-Water-Meter-Project>) or scan the QR code above.

Should you have general questions at this time, please contact Veregy, LLC at (866) 260-3176. Appointments are not yet open, so please hold calls on making an appointment until notified. If you have general questions about your water bill, you can call the Village's Utility Billing Team at (847) 664-4171.

The Village of Northbrook would like to thank you for your cooperation and assistance with this very important project.

Sincerely,



Kelly Hamill  
Public Works Director



Steve Drazner  
Chief Financial Officer