

## Want to learn more?

To learn more about the Enhanced Metering Project, please visit the project website:

**[columbusemp.org](http://columbusemp.org)**.

To follow us on social media for project updates, please visit our department website, where you will find links:

**[columbus.gov/utilities](http://columbus.gov/utilities)**.

For questions about the project, please call the EMP call center at 614-526-0917.



910 Dublin Road  
Columbus OH 43215



**COMING TO A NEIGHBORHOOD NEAR YOU**

## Improvements to Columbus Water and Power Meters

Columbus is upgrading its aging water and power meters with new models. We are partnering with Sensus and their subcontractors to install around 300,000 water meters and 17,000 power meters. The project began in early 2023 and will continue for the next few years. Installations will be performed at no additional cost to customers.

When water meter installations are scheduled to come to your neighborhood, customers will be notified to schedule an installation appointment with the city's meter subcontractor, VEPO Metering. Your new water meter will be installed in the same general area of your home or business with the addition of a small reading device (radio transmitter) outside the building.

For power meter installations, city power customers will be notified but no appointment will be necessary. Your old power meter will be replaced with a new outside meter.

## Why the Enhanced Meter Project Matters to You

**This project will result in enhanced customer service, improved operational efficiency and increased meter accuracy.**

### **Once a new EMP portal is activated, customer benefits will include:**

- Alert notifications
- Detailed daily usage data and graphs to monitor
- Better understanding of consumption patterns and inefficiencies
- Ability to adjust habits to reduce your utility bill

### **Benefits for Water Customers:**

- Early leak detection

### **Benefits for Columbus Power Customers:**

- Immediate outage notification to the city
- Faster outage restoration

## What to Expect

### **All Meter Installations:**

- Contractors will come to your property in project marked vehicles
- Uniformed staff will present City of Columbus contractor identification
- An installer will upgrade the meter
- When work is completed, a door hanger will be left to notify the customer, with contact information to report any issues or concerns.

