

DATE

Customer Name
Address line 1
Address line 2

Reading Device upgrade – please call to schedule an appointment

Dear

Missouri American Water is continually investing in enhancing the reliability and efficiency of our water system to provide better service for our customers. Over the next few weeks our contractor, Scope Services, will be installing new remote-reading devices on water meters in your community. This new Advanced Metering Infrastructure (AMI) technology streamlines meter-reading processes and will help deliver accurate water bills more efficiently.

Please contact Scope Services at 1-855-896-5314 to schedule a meter upgrade appointment that is convenient for you. Appointment times are available from 8 a.m. to 8 p.m. on weekdays and Saturdays from 8 a.m. to 4 p.m. Your meter is located inside your home, so someone over the age of 18 will need to be home for the appointment. The installation takes about thirty (30) minutes. Installers from Scope Services, our contractor, will have Missouri American Water contractor badges and signs on their trucks. Your water service will not be interrupted during the AMI device installation.

Please call 1-855-896-5314 to set up your appointment today. Join your neighbors in making your appointment and bringing more efficient water metering to your community. If you would like more information about the AMI system, please visit our website at missouriamwater.com/meterupgrade.

Sincerely,

Missouri American Water