City of Santa Barbara
Water Meter Replacement Program

What is the Water Meter Replacement Program?

- All City issued water meters are owned and maintained by the City Water Resources Division.
- Badger Meter was chosen for the meter replacement program after a competitive bid process.
- [Badger Meter](#) provides a cost effective, reliable, and accurate product.

- The City plans to replace approximately 23,000 water meters over the next 5 years.
- The project cost is funded through water utility revenue.
- The water meter replacement project will be completed in phases, coordinated with billing cycles.
- Call (805) 564-5413 for further information.

Why are you replacing meters?

- Many of the meters included in the project exceed their effective life.
- The project will improve system integrity, leak detection capabilities, water conservation, and customer service.

Who will install the new meters?

- Meter replacement is managed by the Water Resources Distribution Section.
- City Water Distribution Operators, who are committed to a high level of customer service, will install the new meters.

Do they need to come into my house?

- No, installation workers will not need to come inside your house, but they will knock on your door to inform you that they are ready to install a new meter to serve your house.

Do I have to get a new meter?

- Yes, the City owns the water meters and is responsible for maintaining and/or replacing them.

Will my service be disrupted?

- Customers will experience a temporary disruption of water service during installation, as water service to your house must be turned off.

How long does a replacement take?

- A typical installation should take less than an hour, and the water will be turned back on after the meter is installed.

How will I know when you are replacing the meter at my property?

- The message in your monthly water bill.
- Updates posted on the NextDoor website.
- Door hanger notification after your meter has been replaced.

Should I take any special steps after the meter is replaced?

- Once water service is restored, you should purge any air trapped in the service line by opening a faucet for a minute.
- If some air is left in the line, you may notice a sputtering sound the first time you turn on a fixture. This should only last a few seconds.
- Please note, it is not uncommon for the first few gallons of water to be discolored. If this happens, run your cold water faucet for a few minutes.

Will I see my bill go up?

- Whenever a new meter is installed, there is a chance that your bill may increase due to improved accuracy of the new meter.
- The new meter will accurately reflect your water consumption.
- If you are concerned about your usage, please call the City's Water Conservation Hotline at 564-5460 for a free water checkup.

I received a notice to schedule an appointment but my neighbors' meters were already replaced. Why?

- The installers may want to discuss on-site plumbing issues or concerns.
- As a courtesy, the City will leave a door hanger notification requesting that the customer call within 7 days to schedule an appointment to discuss the upcoming meter replacement process.

What if there is a leak at the meter?

- If you notice a leak at the meter, please notify us at 564-5413, and we will send out a customer service representative within 1 business day.

My home water pressure seems different after the meter replacement. Why?

- Most likely it is due to your pressure regulator.
- When the pressure regulator fails, it can cause a large increase or decrease in pressure to your property.
- If you believe the problem is the pressure regulator, you should consult a plumbing professional. Keep in mind, pressure regulators are the owners' responsibility to maintain.

Why is there a cord attached to my meter?

- The cords can be used to attach devices that can assist with determining causes of abnormally high usage, leaks, and other customer service issues.
- The cords allow for transmittal of meter data, which is now an industry standard.