

## CARMEL UTILITIES WATER METER CHANGE-OUT PROJECT

### ABOUT THE PROJECT

The City of Carmel Utilities has begun replacing aging water meters across the community with new, enhanced equipment allowing for more accurate readings and better water efficiency. The project began in September and is expected to be completed in late 2022, replacing approximately 29,000 meters, which have become less effective and accurate due to old age.

Many of Carmel's meters are over 18 years old and, in some cases, 30 years old. By replacing customers meters with this new advanced water meter technology, Carmel Utilities will be able to better serve water customers with more accurate data on water consumption and detect and stop leaks in a timely manner.

Funded by an \$8 million revenue bond, additional revenue and reduction in expenses due to the new meters will result in the project paying for itself without the need to raise resident's rates. Carmel Utilities has contracted Envocore – RTS Water Solutions to install the new Neptune water meters in a phased approach by neighborhood.

By replacing entire routes of water meters with the new infrastructure, the project will also eliminate the need to send staff to record meter readings. Eighty-five percent of current meters are direct read, with staff going to each homeowner's meter and walking approximately 7-10 miles per day outside in any type of weather. While a meter reader in the field can read an average of 375 meters a day, the new technology allows meter readings at 350 meters per minute collected on a computer within the Carmel Utilities office. It's important to note that current meter readers will be reallocated into other positions within Carmel Utilities and will not lose their jobs.



### WHAT TO EXPECT

Carmel Utilities has contracted Envocore – RTS Water Solutions to install the new Neptune water meters in a phased approach by neighborhood.

1. Prior to installation, Envocore – RTS Water Solutions will inform residents with two separate postcard mailers, one sent to the customer's home two weeks before installation, with the other three days before the contractor's arrival.
2. On the customer's scheduled installation day, an Envocore – RTS Water Solutions worker will knock on the door to notify the homeowner that the replacement is about to begin and water will be turned off to the home. Please note Envocore – RTS Water Solutions contractors will be wearing bright yellow shirts with partner logos and Envocore – RTS Water Solutions/Carmel Utilities placards on white trucks and vans.
3. If no one answers the door, the installers will check to see if the home's water is currently in use. If water is NOT running, installers will turn off the water and begin the replacement of the water meter, which lasts approximately 15-20 minutes. After the new meter has been installed, workers will flush the system using the homeowner's outside hose to remove air and sediment in the line. They will then place a door hanger on the door to let the homeowner know the meter was replaced.
4. If the water in the home IS running and no one answers the door, the installer will move to the next home and place a door hanger on the front door with further instructions.
5. For questions on installation, please call Envocore – RTS Water Solutions at (888) 632-9628



**Please note:** After water meter installation, if the homeowner's outside hose is not accessible to the installation team, or there is air or sediment in the house plumbing, please perform flushing of the interior lines by running a high-flowing line on COLD, such as a bathtub, for a few minutes until the system is flushed.

**DO NOT USE HOT WATER TO FLUSH THE SYSTEM.**

For more information, please visit the City of Carmel website and view the **WHAT TO EXPECT** video:

<https://carmel.in.gov/government/departments-services/utilities/water-meter-change-out-project/what-to-expect/>





Rachel Calhoun, Lab Analyst and Tara Washington, Wastewater Treatment Plant Manager

## WASTEWATER TREATMENT PLANT

### 20 years of excellence!

City of Carmel Wastewater Treatment Plant was the recipient of the Indiana Water Environment Association (IWEA) Laboratory Excellence Award, presented on August 25, at the 2021 IWEA Annual Conference held in Fort Wayne, Indiana.

The IWEA Laboratory Excellence Award recognizes those laboratories that demonstrate a high level of commitment to good laboratory practice and accurate data reporting.

The Wastewater Treatment Plant first received this award in 2001, and this year's recognition marks **20 years in a row** of continued excellence in quality assurance, quality control, record keeping and laboratory safety.

Congratulations to the outstanding Lab Team of Dave Dye (recently retired) and Rachel Calhoun!



## WATER OPERATIONS

### Stay Hydrated - Reduce Waste!

Did you get the chance to use the new Carmel Utilities Hydration Station?

The water bottle filling station, built by the City of Carmel Water Operations department, promotes the safety of staying hydrated during the summer, as well as decreasing the use of plastic water bottles.

All materials were generously donated by Ferguson Bath, Kitchen & Lighting, Carmel Countertops and Eastern Engineering.

The Hydration Station was featured at this season's Summer Family Concert Series at the Gazebo, the Carmel International Arts Festival and the City of Carmel Oktoberfest.

Be on the look out for the station next spring and remember to fill and reuse your water bottles!



The City of Carmel Water Operations employees (left to right) Mike Luper, Aldwin Castaneda, Greg Hollander and Steve Callahan

## HOUSEHOLD HAZARDOUS WASTE

Many chemicals, paints, etc. should not be disposed of in your trash can. It's easy to drop off these items at the Carmel Household Hazardous Waste Collection Center, which hires outside contractors to dispose of/recycle materials in an environmentally responsible manner. Please note, the Household Hazardous Waste Collection Center is available to Carmel Utilities residential customers only. Businesses and non-Carmel Utilities customers are not eligible.

### Location:

901 N. Range Line Road  
Carmel, IN 46032  
317-571-2624

### Hours of Operation:

Tuesday - Friday, 8 a.m. - 5 p.m.  
Saturday, 9 a.m. - Noon  
Closed Sunday & Monday  
Also closed on all city government holidays

If you have any questions, please call the collection center or visit the City of Carmel website at:

<https://www.carmel.in.gov/departments-services/utilities/household-hazardous-waste>





## REPUBLIC SERVICES BIRTHDAY PARADE

Thank you to Republic Services, Carmel Police Department, Carmel Fire Department, Kasey Program, Carmel Street Department...and the list goes on...for an incredible birthday parade surprise for a special little Carmel resident.



To view the WTHR Channel 13 story, please follow the link below:

<https://www.wthr.com/article/news/local/carmel-boy-gets-parade-of-garbage-trucks-for-birthday/531-9e128361-a280-435b-8fb8-9f99c20df012>

### CHRISTMAS TREE PICK-UP

The city trash program includes pickup of one Christmas tree per home. Republic will collect the tree on the regular service day during the first two weeks of January.

- Trees must be cut in sections four feet or less. If the tree section is longer than four feet, it will not fit into the cage at the top of the truck.
- Cut all trees taller than four feet in half.
- Remove all tree bags, ornaments, tinsel and stands.



## TRASH AND RECYCLING HOLIDAY SERVICE SCHEDULE

### Important Note!

#### THANKSGIVING DAY – November 25, 2021

Residential will service Thursday's service area on Friday  
Friday's service area on Saturday

When a holiday falls on a Saturday, which is NOT a normal service day, Trash and Recycling will NOT be delayed.

Therefore:

#### CHRISTMAS DAY – December 25, 2021

There will NOT be a one-day delay the week after Christmas. Pick-up/Service Day will remain the same as normal.

#### NEW YEAR'S DAY – January 1, 2022

There will NOT be a one-day delay the week after New Year's Day. Pick-up/Service Day will remain the same as normal.

#### DR. MARTIN LUTHER KING, JR. DAY – January 17, 2022

There will NOT be a one-day delay this week. Pick-up/Service Day will remain the same as normal.



### FALL LEAF AND LANDSCAPE WASTE REMOVAL

From October 15 through December 15, each home is allowed up to 20 bags/bundles (four feet or shorter bundles) of landscape waste pick-up per week, free of charge.



### SERVICE DELAY DUE TO WINTER WEATHER

In the event of a major snow or ice storm, Trash & Recycling service may be delayed. Please refer to the front page of the City of Carmel website [www.carmel.in.gov](http://www.carmel.in.gov) where any delays will be posted. Service delays will also be posted on social media sites Nextdoor, the Carmel Utilities Facebook and Twitter accounts.

Also please be aware that any news broadcasts concerning trash service with Republic Services in Indianapolis or other communities may not apply to service in Carmel.





**Art Competition Judges  
Winner: Carmel High  
School Art Honor Society  
(Safari Splendor,  
Barrel #12)**



**People's Choice Winner:  
Sepideh Motevasel  
(Golestan - The Garden,  
Barrel #9)**

## Thank you for supporting Rain on Main 2021!

This popular painted rain barrel contest and auction kicked off Friday, August 13, with a display of twenty decorated barrels in the Carmel Arts & Design District. The barrels remained along Main Street through the following week until they were relocated to the Carmel Farmers Market on Saturday, August 21, for the final day and online silent auction. This year's event raised a record \$7,014, which will be used to fund water education signage in the Carmel Clay Parks.

The barrel artists had the chance for cash prizes both in the judged Art Competition and People's Choice award. Congratulations to all of our winners!

Rain barrels continue to grow in popularity across the country, encouraging water conservation by using recycled rainwater collected from gutter downspouts. The water can then be used to water plants in the landscape. Carmel residents who install a rain barrel are eligible to apply for a \$50 rebate per barrel from the City's Storm Water Utility.

More information about Rain on Main and the rain barrel rebate can be found at [RainOnMain.com](http://RainOnMain.com) or [Facebook.com/RainOnMain](https://www.facebook.com/RainOnMain).

# RAIN ON MAIN

## \$7,014 Raised

## THANK YOU TO OUR SPONSORS



### Barrel sponsors:



### Barrel artists:

Lauren Wolfe (Guerin HS)  
Carmel HS Art Honor Society  
Carolyn Martens  
Tina Robinson  
Linda Gilmore  
Margo Koontz  
Deb Slack  
Doug Eisengrein  
Jennifer Doyel  
Liz Hamstra

Chelsea Primason  
Aimee Bruno  
Jennifer Blue Hands  
Krista Darrow  
Dawn Richardson  
Valerie Bielski  
Ashley Richardson  
Walter Thacker  
Sepideh Motevasel  
Christina Wells

### Brought to you by:

