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[wellspringwireless.com](http://wellspringwireless.com)

Wellspring [www.myutilities.net](http://www.myutilities.net)

## Your New **Aqura** Submetering System

### **Dear Resident,**

Welcome to Wellspring Wireless Utility Submetering! We provide water and energy submetering utility products and services for apartment homes in your area. The Aqura Submetering System we use promotes water, sewer and energy conservation by measuring and recording your water and energy use at each individual water-consuming fixture. Aqura has already been installed in your home and tested for accuracy.

### **Your Bill**

You will receive a utility bill based on measurements taken and reported by meters serving your home. If you feel this billing is in error, please review your apartment lease language to verify that you agreed to pay for utilities. If, after reviewing your lease, you find that you should not be billed for utilities, contact your property manager, who may make the required changes to your account if they find that this notification is in error.

### **How the Aqura Submetering System Works**

The Aqura submeter, placed on your water, gas or electrical line, at each point of entry to your home, uses a sensor and radio to measure the water and/or energy consumption in your home. The radio transmits consumption data daily for only a fraction of a second. It uses very low power and is completely safe. The data from the meter is then transmitted to our national data center, and the total water consumption in your apartment is recorded and calculated.

### **Maintenance and Service**

Please do not disturb or tamper with these submeters (please see your apartment lease for charges related to submeter tampering). We also ask that you **DO NOT USE THE BATHTUB SPOUT AS A FOOT REST OR HAND HOLD**. Bathtub spouts are not designed to support weight and may break. Damaged Aqura meters transmit alert signals and require a Wellspring Wireless representative to visit your home. However, no one will arrive at your home for an unscheduled visit, and Aqura submeters are not read manually, since data is sent by radio. From time to time, routine Aqura submeter maintenance is required, but you will receive ample notice before a badged Wellspring Wireless representative will need to enter your home. Your property manager will be informed before a visit from a Wellspring Wireless representative. Call your manager if you are ever suspicious about anyone claiming to be associated with Wellspring Wireless. All of our employees have identification and will show it to you.

### **Visit Our Website**

We encourage you to visit our website at **[www.myutilities.net](http://www.myutilities.net)** for more detailed information and a description of Wellspring products and services. In addition, the website contains responses to frequently asked questions and tips for water conservation. Your Wellspring utility bill will be equal to the sum of your meter reads, multiplied by the published water and sewer or energy utility rate from your local utilities.

### **Questions...**

Some of your questions may find answers on the back of this brochure. If you have any questions when you receive your first bill, your billing service website is likely to have the answers you seek. If not, call the billing service national customer service center number listed on your utility bill. Utility bills are sent to residents every 30 days. Please **DO NOT** contact your local water or energy utility about your bill, since they are not billing you directly for your consumption.

***Water and Energy are a precious resource!***

***Thank you for helping to conserve, reduce sewage and protect our environment.***

*"Leaders in utility cost recovery technology"*