



# MAPPING METERS INTO OUR VIRTUAL MAPPING SYSTEM

## LOCATING HIDDEN ASSETS IN SECONDS IS MADE SIMPLE WITH GIS

### WHAT ARE WE DOING IN YOUR NEIGHBORHOOD?

Tennessee American Water is in the process of mapping the location of our meters (residential, irrigation, industrial, commercial and fire services) using Global Positioning Satellite (GPS) technology.

### WHY ARE WE DOING THIS?

As meter reading technology becomes more automated, it is important for us to have accurate information about our meter locations saved in our Geographic Information System (GIS), which provides a map that is accessed on computers.

This helps us more easily locate a customer's meter when a customer calls for service, such as checking their reading for an extra high reading or to replace a meter that has reached the end of its useful life.

Contractors with the companies Urban GIS and Thompson Engineering are performing this work on behalf of Tennessee American Water. The workers use a handheld device to accurately capture the GPS coordinates, which are uploaded into our virtual mapping system. The contractors are driving a marked vehicle for their company with a Tennessee American Water magnet asking that social distancing be practiced. Workers will also have their company-issued photo identification.

It is not necessary for the worker to come into your home or business to accomplish the work as they will locate the meter at the outside of the property. Their work involves opening the lid of the meter and, in some cases, digging to access a buried meter. Please note that the meter is owned by Tennessee American Water and an easement allows us to access it.

### SAFETY FIRST!

The contractors are following CDC guidance as it applies to social distancing to help prevent the spread of COVID-19. For this reason, we ask that you maintain six-foot distance and not approach the contractor. Should you have further questions about the work being performed, please contact 1-866-736-6420.



## QUESTIONS?

We can be reached at our  
Customer Service Center:  
1-866-736-6420.

Hours: 7 a.m.–7 p.m.

For emergencies,  
we're available 24/7.