



Replacing Water Meters – yours may be next

As part of regular maintenance and to keep infrastructure in top shape, the City of Bellevue Utilities Department routinely replaces about 2,000 water meters per year based upon age and condition. Your water meter may be due for replacement during this year. We do not need to enter your home to do this work, and no appointment is necessary. Maintenance crews will always knock on your door before shutting your water off to perform the work.



Frequently Asked Questions:

How much will this cost me? There is no charge for this service.

Why are you changing my water meter? Water meters have a useful life of 10 to 15 years before they reach an increased likelihood for wear or damages resulting in inaccurate readings and usage of billable water supply.

Who will be doing the work? City of Bellevue Water Maintenance crews will be replacing the water meters. Our employees will be in clearly marked City of Bellevue vehicles, wearing Bellevue logo clothing, and are required to carry their City of Bellevue I.D. badge with them. If you wish to verify that the person doing the work is a City of Bellevue employee, please do not hesitate to call 425-452-7840 and provide their name.

When will this work occur? We do not have a specific schedule available for this work but it will be during our normal business hours--Monday through Friday between 7:30am – 3:00pm. As a courtesy, we will knock on the door to inform you we are there, but if no one answers or no one is home, we will continue to replace the water meter unless we see water moving through the water meter.

Will my water service be affected? The water supply to your home will be disrupted for about 10-15 minutes. If it will require more time, crews will notify residents if they are home. If crews come across a meter that is currently spinning (dial is turning fast) and no one is home to speak with, they will not shut the water off but will come back at another time. This is an indication of an appliance using water, someone in the shower, or even a problem on the customer side water service line between the meter and the house.

What should I expect once my meter has been replaced? Crews will do their best to purge any air by using an outside hose spigot. If one is not readily available, you may have some air in your water pipes. This can easily be removed by running a few cold water spigots for several minutes. If after several minutes you are still experiencing air in your water supply, please call us at 425-452-7840.



If you have any questions or concerns regarding this program or any general Utility Maintenance issues, please contact Utilities Operations & Maintenance at 425-452-7840.

Sincerely,

City of Bellevue Utilities – Water Maintenance