

## **New Protective Procedures for Customer Use of Pool Meters**

Dear Customer,

Customer service is a priority at BTMUA, but the safety of our customers and employees is the MOST important priority. We also understand that at this time, people need to be able to enjoy their pools and have some sense of normal.

We have modified the way customers get and use pool meters to obtain a sewer credit against the water they use to top off or fill their pools. This process is all about your safety and ours.

### **The (Basic) Process:**

- Customers will call Customer Accounts at 732-458-7000 to reserve a meter OR customers can request a pool fill meter in person (subject to availability)
- Customer Accounts representative will take customer information and further instruct customers on how to use meter and complete the paperwork prior to return
- Customer will return paperwork and meter to receptacle located outside the Customer Accounts department within 3 days to receive their credit

Thank you and stay safe!

BTMUA Customer Accounts Department