

Water Meter Replacement FAQs

Q: Why is the City of Golden replacing water meters?

A: Most of our water meters were last replaced in the early 1990's. The expected life span of a water meter is 20 years and we are experiencing accelerated failure rates in our existing system. These meters also have older touch-read technology and can only be read by having a technician collect a reading at the site of the meter. The current project will replace all meters installed before January of 2005.

Q: Who is Keystone Utilities and how do I know they are a real company?

A: They are a contractor hired by the City of Golden to do the water meter replacement in Golden. You can look at their website (www.KeystoneUtilities.com) and read about the company, or call the City of Golden Public Works at 303-384-8151 to confirm that they are the City's assigned contractor.

Q: There is a circular metal cover about 12" across with a plastic fitting in the center of it in my yard. Is that the water meter location?

A: Yes, most homes in Golden built before 1990 have meters located in the front of the residence in pits.

Q: The meter reader never comes in to read the meter, are you sure the meter is inside? Is it that thing on the side of my house?

A: The meter read has a remote reading device on the side of your home/building, but the meter itself is in the pipes in your basement, **normally close to the main water shutoff**. The water meter can't be outside unless it is in an underground meter pit, otherwise the water in the meter would freeze during the winter months.

Q: I don't have a basement, is my water meter still inside?

A: Yes. Your meter is probably in a utility closet where your hot water heater is located.

Q: What do I do if I cannot find my water meter?

A: Please contact the City of Golden Utilities Division at 303-384-8170 and we can assist in locating the meter. If the meter has been covered or obstructed to the point we cannot change it, it will be the property owner's responsibility to make the meter accessible. The owner may need to remove drywall, cabinets, or framing to allow access.

Q: Will my water be turned off? For how long?

A: Yes. The technician will have to turn off your water for approximately 10-15 minutes to do the work, but the whole appointment is 30 minutes because they also need to install a transmitter.

If it is a commercial building or larger meter (1.5" or larger), there is a good chance that a bypass was installed to keep the water on while the meter is changed.

Q: Does someone need to be home for the appointment?

A: Yes. Someone over the age of 18 needs to be there while the technician does the work.

Q: Will the person coming to my home have identification?

A: Yes. All of the Keystone technicians have an ID, a uniform, and a vehicle that says Keystone Utilities.

Q: Is there anything I need to do to prepare for the installation?

A: Yes. Please clean up the area around the meter so it is accessible to the technician.

Please contact Utilities Superintendent, Les Major with any questions regarding this project.

Les Major

303-384-8170

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