

Frequently asked questions:

Q: Are the new meters the same as the ones being replaced?

A: No, the meters will be replaced with automated ones that transmit the meter readings to a mobile device. These automated meters eliminate the need to obtain readings directly from the meter and, therefore, improve the efficiency and lower the cost of the meter reading program.

Q: Why do we need to replace the meters?

A: As with any measuring device, meters can become less accurate as they age. Water meters have a useful life of approximately 15 years after which the accuracy will diminish.

Q: Who will install the meters?

A: McNeil Rhoads LLC., the contractor, will replace or upgrade approximately 7,000 water meters throughout the City of Gautier beginning May 27, 2014. The work crews (subcontractors) will be wearing shirts and driving vehicles with "Gulf South Contractors" as their company logo.

Q: Will my water service be interrupted during the installation?

A: Yes, there will be a temporary service interruption, typically about 15 to 30 minutes while the meter is being replaced. Customers will be notified in person prior to the installation of the new meter.

Q: Do I need to be home for the meter replacement work?

A: No you do not need to be home. Work will be performed Monday-Friday between 8:00 a.m. and 5:00 p.m. and on Saturday between 9:00 a.m. and 4:00 p.m.

Q: How much will the meter cost me?

A: There is no charge for the new meter.

Q: Will my water bill increase?

A: Not necessarily; however, as meters age, they tend to run slower and lose accuracy over time. Depending on the age and accuracy of your existing meter, your bill could change based on the consumption associated with the new meter. The new meters will simply record consumption more accurately.

Q: What if there is a leak at the meter or any problems after the meter is replaced?

A: Please call Public Works at 228-497-2276 or 228-497-4121. After hours, holidays, and weekends, please contact the answering service at 228-497-2276 and a crew will be dispatched.

