



Office of the Safety-Service Director
February 3, 2023

4645 Montgomery Road, Suite 202
Norwood, Ohio 45212
Phone: (513) 458-4503
Email: ssd@norwoodohio.gov

Norwood Residents/Property Owners

Re: Water meter upgrade by Neptune Equipment Company (NECO)

Dear Norwood Residents/Property Owners,

As we have previously announced, the City of Norwood has begun the first major water system infrastructure improvement in decades. This includes upgrading our water meters. The City of Norwood has contracted Neptune Equipment Company (NECO) for this important project. The new meters allow us to read water usage remotely, eliminating the need to enter your home for regular readings while also reducing/eliminating estimated readings.

Once they are in your area, NECO will contact you directly to schedule a time to have your meter replaced. They will reach out by mail twice.

IMPORTANT

If there is no contact with the resident/property owner after two mail attempts, a red door hanger will be placed on the door. Once you receive a red door hanger, you are at the end stage of communication with NECO. Residents/property owners that do not respond once the door hanger has been placed, are in danger of having their water service shut off.

It is our sincere hope that shut offs will be at a minimum, but the City of Norwood will turn off water to any property that does not make proper, timely arrangements with NECO for the installation of this critical infrastructure.

We have attached a copy of the red door hanger for reference.



Sincerely,

Noah Powers III, Director
Public Safety-Service