



**FOR IMMEDIATE RELEASE**

October 13, 2011

**NIAGARA FALLS WATER BOARD APPROVES INITIATIVE TO REPLACE  
APPROXIMATELY 19,000 WATER METERS**

***First phase of initiative to start in Cayuga Island neighborhood***

NIAGARA FALLS, NEW YORK – The Niagara Falls Water Board today announced the implementation of the first phase of a major initiative to replace approximately 19,000 residential and commercial water meters throughout the City of Niagara Falls. The first phase of the project will take place in about 450 homes in the Cayuga Island neighborhood over the next several weeks.

“This is the latest investment to modernize our operations through state of the art technology as many meters in our system are over twenty years old,” said Paul Drof, executive director of the Niagara Falls Water Board. “The technology also will assist us in our efforts to detect leaks in the system which in turn would help reduce our costs and ultimately save customers money. The initiative will enhance our customer service by reducing the number of estimated bills and provide more accurate information to our customers.”

Once the meters are installed, Niagara Falls Water Board employees will no longer need access to residential customers’ property as they will

simply use a data collecting device to obtain meter reads. This will allow for improved utilization of our meter reading staff.

In order to install the meters, designated representatives from the Water Board's sub-contractor, John W. Danforth Company, will be calling homes in the Cayuga Island neighborhood to schedule an installation appointment between 8:00 a.m. and 5:00 p.m. Mon –Friday. In some instances residents may be able to make an appointment on a Saturday. The "change out" process at the residence takes approximately 30 minutes and the initiative for all of Cayuga Island is expected to be completed by the end of 2011.

"We greatly appreciate the cooperation and assistance of our customers on this important initiative to modernize our operations," Drof continued. "We are confident that this investment will provide both the Niagara Falls Water Board and our customers with significant benefits over the long term."

The Niagara Falls Water Board is requesting that customers with any questions about the installation of new water meters call a Danforth customer service representative at (855)-539-0547.

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