



Harpers Ferry
Water Works

West Virginia Governor's Office

Harpers Ferry Water Works is pleased to announce Phase II of our Distribution System Upgrades - upgrading our Water Meter System. We anticipate meter exchanges to begin mid-June 2026.

Below you will find details regarding project components, project vendors, funding sources, important scheduling information for water utility customers, instructions to follow after your meter has been changed and new customer service features.

Project Components

- New state of the art water meter for every utility customer.
- Automatic meter reading by secured radio transmission
- Alert system for irregularities in water usage for water works staff.
- Customer smart phone and internet portal to track usage

Project Funding Sources

Total Project Cost:	\$625,000
US EPA Funding:	\$500,000
WV Governor's Office Match Funding:	\$125,000

This project is fully funded by grant monies.

Project Vendors

		
Meter Manufacturer	General Contractor	Meter Installation Contractor

- All customers will receive correspondence from Hydrocorp and possibly Fortiline.
- If your meter is located in your home or you have a prescribed medical condition for continuous water use, you will be required to make an appointment for the meter change out. Most customers will not require an appointment.
- These are legitimate requests and correspondences. Please read and follow instructions. If you have concerns, you can contact the number they provide or HFWW at 304-535-2206 EXT 1.
- Hydrocorp employees will be removing the old meter and installing the new meter at your property. You will see Hydrocorp and/or Fortiline employees at your meter pit prior to and/or when your meter is being changed.

Your First Water Bill after the New Meter is Installed

1. When the old meter is removed, the final read on the meter will be cross referenced with the meter's serial number which is already associated with your property. The final read will be imported to the billing system and the gallons consumed to that point will be calculated.
2. The serial number for the new meter will be assigned to your property in the billing system and once installed will immediately begin recording and transmitting water usage.
3. The usage recorded by the old meter will be added to the usage recorded by the new meter to generate the bill for the first month.

Post Meter Installation Flushing Instructions

During the water meter exchange process, service will be briefly interrupted. This interruption causes a pressure change that can disrupt sediment that may have collected in the service line. Once pressure is restored, loosened sediment can travel through the pipes to fixtures in your home. To avoid damage to fixtures please read and follow the instructions below.

Hydrocorp employees will make sure no water is passing through the meter before they begin the meter exchange. When the meter exchange is complete, they will attempt to notify you at your door. If there is no answer, they will leave a notice at the door to let you know they have completed the meter exchange. You should flush your system prior to use to avoid damage to fixtures.

Flushing Instructions after Meter Exchange:

- 1) Open nearest outside hose spigot and let it run.
- 2) With the outside spigot running, go to the lowest faucet (bathtub or sink). If the faucet has an aerator (little screen screwed into the end of the faucet), remove the aerator.
- 3) Let COLD water run with the aerator removed. Keep water running.
- 4) Continue turning on each faucet in the home from the lowest location to the highest location, removing aerators, and continue running COLD in each faucet.
- 5) Allow all faucets to run simultaneously for a minimum of 5 minutes.
- 6) Turn off each faucet beginning at the highest level of your home.
- 7) Clean and re-install all aerators.

IMPORTANT!!

Do not drink water before or during the flushing process.
Do not use **HOT** water until the flushing process is complete.

H2O Analytics - Customer Portal

Late in the summer, once the new meters have been installed and we have become comfortable with the new reporting system, Harpers Ferry Water Works will make available a browser -based platform that offers secure access to your own water consumption called H2O Analytics.

H2O Analytics Features:

- Log in by browser or mobile app
- View usage data and account alerts
- Alerts settings for abnormal usage or high consumption thresholds
- Alerts can be received via email, text or phone call.