



SHELBY COUNTY WATER SERVICES
10927 HIGHWAY 280
STERRETT, AL 35147
RETAIL AND WHOLESALE WATER PROVIDER
water.shelbyal.com

January 9, 2026

RE: Shelby County Water Services Meter Changeout Project

To Whom It May Concern:

We are writing to inform you that Shelby County Water Services is currently undertaking a Meter Changeout Project, and your meter will be replaced in the coming weeks. We have contracted with Advanced Meter Infrastructure (AMI) to perform the work. While on-site, a Shelby County Water Services employee will be with AMI to oversee the project. Here are a few things you should expect when your meter is changed out:

- AMI will check the meter to see if water is currently being used. If water is not running through the meter, AMI will shut off water to your home and begin the changeout.
- AMI will perform all work associated with the meter changeout.
- Once the new meter is installed, AMI will look for an outdoor faucet to flush your service line. **We recommend letting the cold water run in all bathtubs for at least 5 minutes each.** If you have a specific outdoor faucet you would like us to use for flushing, please contact our office by the email or phone number below so we can add it to our records.
- If no one is at home and an outdoor faucet is not accessible to flush your service line, a door tag will be left on your door notifying you that the meter was changed out. **Prior to using any water, you will need to flush your waterline. This can be done by running cold water in all bathtubs for at least 5 minutes each.**
- The typical time it should take to change out a meter is between 15 and 30 minutes.

If you have any questions, concerns, or special needs that require a scheduled changeout, please email us at meterproject@shelbyal.com or call us at (205) 670-6554. Additional information is available on our website at <https://www.shelbyal.com/300/Water-Services/Meter-Change-Out>.

Thank you for your patience in this matter.

Sincerely,

Shelby County Water Services