



City of
Bellevue



Bellevue Utilities Smart Water Meter Project Update

In April 2021, the City of Bellevue began upgrading residential water meters as part of the Smart Water Meter Project.

This project replaces outdated, manually read water meters with new, wireless-read technology across Bellevue's service area. Once connected to the online portal, new meters will allow customers to track water usage online, making it easy to manage water consumption and identify leaks quickly – potentially saving water and money.

Bellevue Utilities wants to help keep Clyde Hill residents informed about expected project impacts and who to contact with any questions or concerns.

The information below addresses common project FAQs. More project information, including a short video on the meter upgrade process, can be found at BellevueWA.gov/Smart-Water-Meter.

Do you have other questions or concerns about the project?

Please contact smartwater@bellevuewa.gov or 425-452-6973.

Smart Water Meter Project FAQs

What impact will the meter upgrade have on my home?

For most customers, the impact will be minimal. During the install, your water service will be interrupted for a short time—typically 15 minutes or less. Bellevue Utilities' authorized contractor, Keystone Utility Systems (KUS), will knock on your door first before performing the work so you aren't surprised by the service interruption. You do not have to be home—installers will work outside at the water meter box.

When will my meter be upgraded?

Most commercial meters were upgraded in 2020. Beginning in April 2021, through approximately mid-2022, all residential meters and remaining commercial meters will be upgraded.

Your [mailed postcard](#) will alert you of when work will be performed in your neighborhood. The [installation maps](#) on the project website also shows planned install sites for the current week.

Work will typically be performed on weekdays between 8:00 a.m. and 4:30 p.m.

Do I need to do anything to prepare for the upgrade?

You can help the install go as quickly as possible by clearing any plants, debris or other objects that might restrict access to the water meter box.

When will I be able to access my water use information?

We anticipate the online customer portal, which will enable customers to view, track and manage their property's water use data, will be available after all meters have been installed—about mid- to late-2022. We will share more information on the portal as its release gets closer.

For more information, please visit BellevueWA.gov/Smart-Water-Meter.