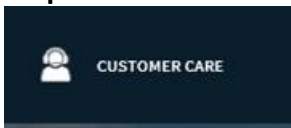


## Meter Set Request

The Utility Billing Office has a new in-office policy designed to ensure that meter set request are received in an orderly fashion and completed timely. Please ensure the meter set site is marked with the street number & the meter box is not buried or covered with ants. If the following is not completed then this will cause a delay in your meter set request.

### Step 1 – Visit the City’s website at Schertz.com

### Step 2 – Click on the Customer Care Icon



### Step 3 – Click on Make a Request



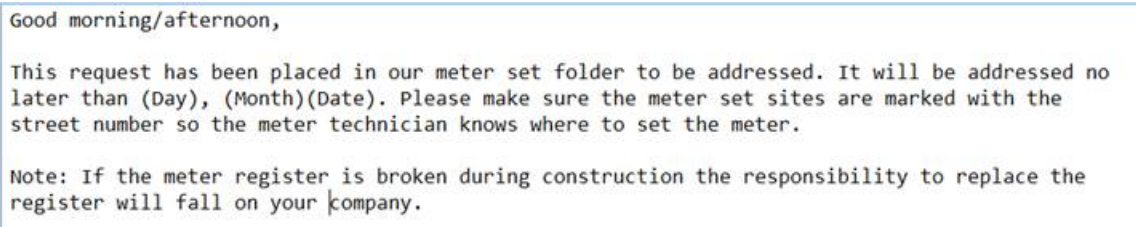
### Step 4 – Scroll down until you see “Select – Meter Set Request” and select



### Step 5 – Complete all fields. The more information you provide the better. Once all fields have been completed please click submit.

- **Required Fields: Contact Email, Name of Requestor, Contact Phone Number, Address Meter to be set, Property Ready, box in place, Have fees been paid to Permit Dept., Meter Size, Special Instructions: include Permit Number**

### Step 6 – Once the request has been received you will receive an email stating the following:



**Note: If the meter register is broken during construction the responsibility to replace the register will fall on your company.**

### If you have any questions please contact:

Utility Billing 210-619-1100