

## **Andover Water Meter Upgrade/Change Out Program**

Here are a few suggestions to make your on-line appointment scheduling successful:

Please login using the work order and service # provided to you in your letter which can be found on the left hand side under your Name and Address. Before logging in please note that some service numbers may end with a letter, including the letter I or the letter O, however these letters can resemble the number 1 or the number 0. Please note that all letters are case sensitive and must be capitalized when entered. Using an incorrect digit or lower case letter will give you a “session timed out” error.

Select a date using the calendar on the left of the screen. A schedule will appear on the bottom, please select an open time slot, (N/A) in a box designates that the time you selected is not available. A blank box designates an available time. Try selecting a date within the first few weeks in which your letter was received.

**IMPORTANT NOTE:** If you received multiple letters, you must schedule an appointment for each work order received. Appointments must be made consecutively and with the same technician.