

The New Castle Public Works Department is continuing the installation of water meter radios. This installation will require access to the water meter inside your home, and should take no more than 30-45 minutes to complete. A new radio box will be mounted to the side of your home in the place of your current meter reading touch pad. Some meters will be replaced during this event due to their age. If this is the case, your water service will be interrupted for a very brief time while the meter is changed. This project is ONLY for the New Castle water utility customers. Residents who get their water billed from the City of Portsmouth already have this radio installed by the city.

To further simplify the process, we have developed a means for residents to sign up for an appointment. Simply go to calendly.com/ncdpw to select a time or feel free to call or email if necessary. Please note that we are scheduling these appointments as blocks since some installs will be faster than others. This means that if you sign up for the 9:30 time slot, we will not necessarily be there right at 9:30. The appointment windows are from 8:00-10:00, 10:00-12:00, and 1:00-3:00, so we may arrive at any time during the two-hour window.

Thank you for your continued patience and cooperation in this undertaking.

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