



Southeast Morris County Municipal Utilities Authority

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URGENT METER TRANSMITTING UNIT RECALL

UPDATED NOTICE – RISK OF FIRE

Dear Customer:

The Southeast Morris County Municipal Utilities Authority (SMCMUA) has learned the radio meter transmitting unit (MTU) equipment installed in your home has been recalled by the manufacturer. **The MTU recall is being conducted due to a battery failure that could result in a fire.** Please contact us as soon as possible so that a service representative can remove this equipment. It will take the service representative about 10 minutes to remove the MTU. Arrangements can be made as follows:

- Online at www.smcmua.org.
- By contacting Customer Service at 973-326-6880 or customerservice@smcmua.org.

SMCMUA will replace the MTU at a later time which may result in a temporary estimation of your usage for calculation of your water bill.

A fact sheet is attached to this letter that provides additional information regarding this matter.

We appreciate our customers' patience as we implement this recall and the installation of new MTUs. If you have any additional questions, please contact Customer Service at 973-326-6880 or customerservice@smcmua.org.



URGENT

METER TRANSMITTING UNIT (MTU)

MANUFACTURER RECALL – RISK OF FIRE

When was the recall notice issued?

KP Electronics issued a recall on June 21st, 2017.

What equipment was recalled?

*The recall was for a specific batch of radio meter transmitting units, commonly referred to as MTUs. The cause of the failures is under investigation **but a risk of fire has been identified.***

How many MTUs were recalled?

SMCMUA purchased a total of 440 MTUs that are affected by the recall. 358 of the MTUs purchased are installed.

What steps is SMCMUA taking to notify customers and to remove the recalled MTUs?

- *Affected Customer Notifications: SMCMUA is notifying affected customers by issuing a notice via door hanger, phone call and letter.*
- *Website:*
 - *Post affected service addresses.*
 - *Post MTU identification numbers for all affected units.*
 - *Post instructions for customers on how to identify their MTU identification number so that it can be compared to the affected MTU list. (Note the MTU identification number is different than the MTU serial number.)*
- *Remove Affected MTUs: SMCMUA customers will need to make an appointment to have a SMCMUA representative remove the MTU (should take 5 to 10 minutes).*
 - *Appointments can be made online at www.smcmua.org.*
 - *Appointments can be made by contacting Customer Service at 973-326-6880 or customerservice@smcmua.org.*
- *New MTUs:*
 - *SMCMUA will work with the manufacturer to install a new MTU at a later date. If necessary, the customer bill may have to be estimated during this time.*

We appreciate our customers' patience as we implement this recall and the installation of new MTUs.