

SMCMUA MTU RECALL UPDATE FOR HANOVER TOWNSHIP

As you are aware, on June 21, 2017, KP Electronics requested that SMCMUA remove a specified batch of radio meter transmitting units, or MTUs, due to a recall by the manufacturer. SMCMUA personnel have been working continuously on notifying customers and removing the MTUs identified as part of the recall.

On Sunday, June 25, 2017, a fire occurred in the storage shed at the Authority's Headquarters facility where the cause has been determined to be a component failure from one of the identified MTUs.

SMCMUA is increasing its efforts to notify the remaining customers who still have the identified MTUs installed in their homes. A list of affected residents in your municipality is attached where a total of 79 services were identified. Since the onset of this recall: door tags have been hung at the homes of 79 affected; 43 of the identified MTUs in your municipality have been removed or customers have appointments scheduled; and 36 customers will be re-notified by a second round of door tags and phone calls until contact has been made to schedule an appointment.

SMCMUA will continue to notify affected customers utilizing three methods: direct phone calls, door tags and letters. I have attached an updated fact sheet that provides a basic overview of the matter that is being provided to customers. SMCMUA has a direct link on its website's homepage for customers to obtain information on the recall and to schedule an appointment. Customers do not have to wait to be contacted by SMCMUA to setup an appointment.

SMCMUA will continue to update you on its progress. If you have any questions, please contact any of the below directly:

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Thank you.