

It is time for your water meter to be replaced

1. Summary

- The water meters in Lindås will be replaced during the autumn of 2025. The work will be carried out by our subcontractor Hydrostandard and must be completed by December 1, 2025. Please refer to section 2 for more information.
- Check your meter location to ensure it meets the requirements. Please refer to section 3 for more details. If the meter location needs any adjustments, please schedule an appointment with a plumbing contractor. The work will be carried out at your expense as you are the property owner.
- Please report your property as being ready for water meter replacement as soon as you have verified that it meets our requirements and, in any case, no later than May 1, 2025.
- Ensure that you or another adult is at home at the scheduled time for the water meter replacement. A message with the scheduled time will be sent to you approximately 2-3 weeks before the replacement. In you are unable to receive us at the scheduled time, make sure you contact Hydrostandard in good time to avoid any failed visit fee of 500 SEK. Please see section 6 for more information.
- If you are unsure whether your meter location is approved, or, if it is impossible for you to meet the requirements, please contact us. Contact details are provided in section 9.
- The water meter replacement itself is included in your water and wastewater fee. However, there may be additional costs if the meter location does not meet the standards. If your meter location is not approved when Hydrostandard arrives to replace your water meter, you will be charged a fee of 500 SEK, as well as if no adult is present during the replacement. This is covered in section 4.
- For further information, please register your mobile number. We will continue to communicate via SMS for environmental and economic reasons. See section 8 for instructions on how to register your number.

2. Water Meter Replacement

Every ten years, we replace your water meter to ensure that it is functioning correctly. We are currently transitioning from analog to digital water meters. Digital water meters are read automatically without any action required from you as the property owner.

2a. Before the Meter Replacement

To be able to replace the water meter, the requirements for an approved meter location must be met. Below, please find information on what is required for replacing your water meter. You, as the property owner, are responsible for ensuring that the meter location meets the requirements.

2b. Timeline

Water meter replacements in Lindås will take place in 2025 and will be carried out by our subcontractor Hydrostandard in Borlänge AB, referred to as Hydrostandard below. Before the water meter replacement, you, as the property owner, need to ensure that your meter location is approved. See below for more details. Your meter location must be ready for the replacement by May 1, 2025. Please report your property being ready as soon as you have



checked or fixed the meter location. See below for the requirements and how to report your property. All water meters in Lindås must be replaced by December 1, 2025.

3. Requirements for the Meter Location

Emmaboda Energi och Miljö AB, referred to as Emmaboda Energi below, is responsible for the water meter, but you, as the property owner, are responsible for the meter location and for providing access when necessary.

The property owner's responsibilities are regulated by the Act on Public Water Services and applicable local regulations ABVA (General Provisions Water and Sewage). The current ABVA can be found on our website www.emmabodaenergi.se.

3a. Free Space Around the Meter

It must be easy to access the water meter. The meter must not be built in or placed behind heavy equipment or furnishings. We need 60 cm of space in front of and 70 cm above the meter, free from obstacles, to ensure a safe working environment during the replacement. If you are unsure whether your meter location is approved or if it is impossible for you to meet the requirements, please contact us.

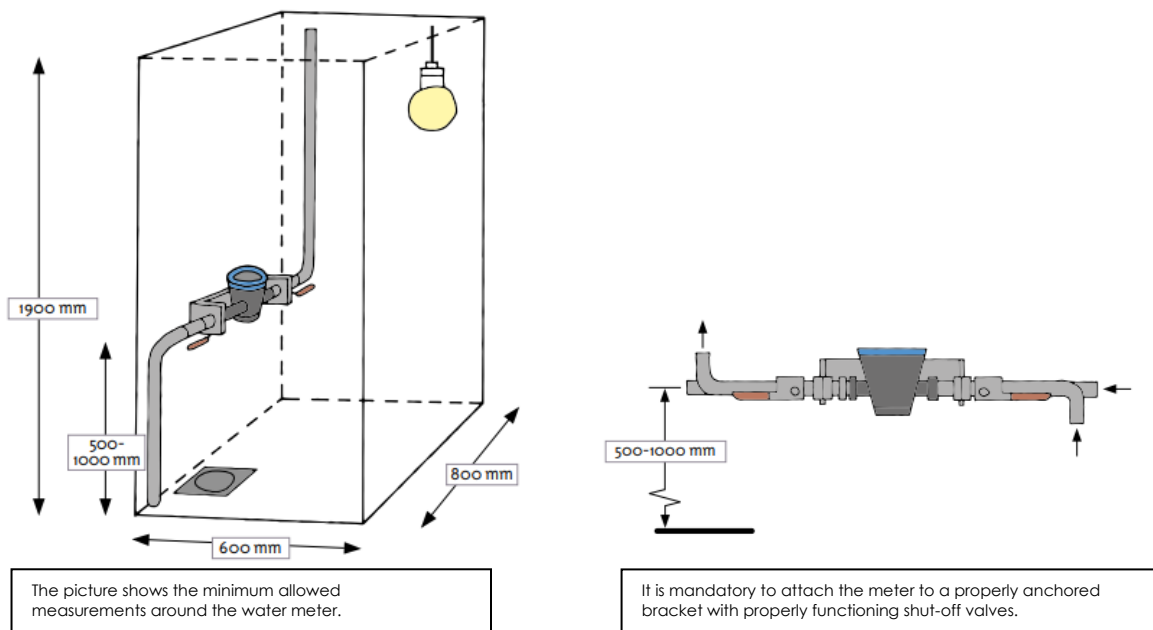


Image of the space required for the bracket and the water meter.

3b. Protected Location

The meter location must be in a heated area to protect the water meter from freezing. Subjecting a water meter to freezing temperatures can be costly and cause significant water damage. The water meter must also not be located where it could be exposed to harmful heat and it must also be protected against backflow of hot water.

In addition to these requirements, we also recommend that the walls and floors around the meter location are resistant to water spills and leaks. Ideally, there should be a floor drain. It is also



advisable to have lighting at the meter location to facilitate the replacement. If the water meter is damaged, you, as the property owner, are responsible for covering the costs.

3c. Meter Bracket

The meter should be firmly mounted in a bracket with shut-off valves before and after the meter. The bracket should be appropriate for the meter size and have a sliding coupling sleeve. If you already have a properly anchored bracket and your valves are working, we will approve it this time even if there is no sliding coupling sleeve. However, you may need to replace the bracket for future meter replacements.

To install a bracket, contact a plumbing contractor. You, as the property owner, will cover the cost of installing the bracket. These rules are stated in the ABVA by the City Council of Emmaboda Municipality.

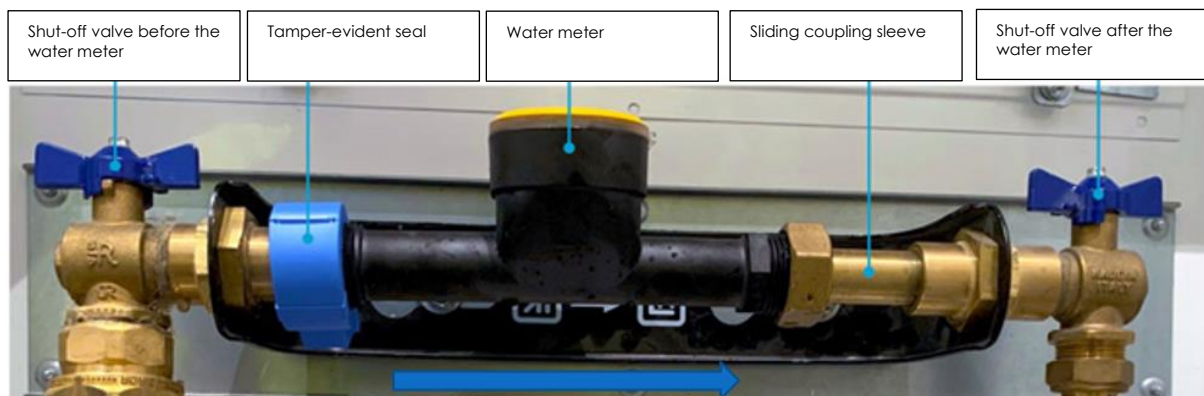


Image of an approved bracket and a water meter.

3d. Functional and Approved Shut-off Valves

Emmaboda Energi requires properly functioning manual shut-off valves for the incoming water, one before and one after the water meter. If a water leak occurs in your property, you must be able to shut off the water. The water must also be able to be shut off to carry out a meter replacement. Most insurance companies require that you have approved and functioning shut-off valves.

To ensure the shut-off valves are working, you should check them regularly, including before the upcoming meter replacement. If your shut-off valves are broken or missing, you need to contact a plumbing contractor for repairs.

3e. Non-approved Manual Shut-off Valves

If you have shut-off valves of the type LK580 or LK581 for your incoming water, it is very important that you replace them. They are no longer approved because there is a risk that the valve knob can detach, potentially causing both personal injuries and severe water damage. Emmaboda Energi will not replace water meters on installations that are equipped with LK580 or LK581 shut-off valves, and such installations will be rejected during visits. In these cases, you will be charged a fee of 500 SEK for a failed visit.





Image of non-approved shut-off valves.

3f. Safe Installation

Electrical grounding clamps must not be installed on coupling sleeves. If they are, there is a significant risk of electric shock when working at the meter location.

The pipes leading to and from the meter must not be corroded, as this could cause leaks. The pipe near the meter must be firmly fixed. If it is not firmly fixed, there is a risk it will break when the meter is removed from the pipe during a replacement.

4. If You Need to Fix Deficiencies in Your Water Installation

Review your meter location. Does it meet our requirements? If not, contact a plumbing contractor to fix the deficiencies. After the correction, your property is ready for the water meter replacement. Instructions on how to report your property as ready can be found in section 5.

4a. If Your Meter Location Is Rejected

If your meter location does not meet our requirements when we come to replace your water meter, the replacement cannot be carried out. Your meter location will be rejected, and you will be charged a fee for a failed visit. The cost for a failed visit is 500 SEK (2025). You will receive a letter with information about what needs to be fixed. You will then need to hire a plumbing contractor to correct the deficiencies and schedule a new appointment for the meter replacement with Hydrostandard. All water meters must be replaced by December 1, 2025.

5. Reporting Your Property as Ready for Water Meter Replacement

Once your property has been checked by you and your meter location is approved according to our requirements, you should register your property as ready for replacement. You can do this in several ways:

- Via My Pages (Mina sidor) at emmabodaenergi.kalmarenergi.se. Log in using mobile BankID or a username.
- Via the form on our website: www.emmabodaenergi.se
- Via email: info.energi@emmaboda.se
- Via phone: 010-353 17 84 (Anton), 010-353 17 50 (customer service).



6. During the Meter Replacement

Make sure an adult is at home at the scheduled time. If the meter location is approved, Hydrostandard will replace the water meter. The replacement takes about 30 minutes. If the meter location is not approved or if no adult is present, you will be charged a fee for a failed visit. The cost for a failed visit is 500 SEK (2025).

7. After the Meter Replacement

When Hydrostandard removes your old meter, it will be photographed. Hydrostandard takes the meter reading and records the data in our work order system. After the replacement, you will receive a written confirmation from us.

7a. Reconciliation versus the Billed Consumption

The removed meter is sent to our accredited inspection body for testing. The meter replacement, including the meter reading and date, is recorded in our billing system. The reading on the removed meter is compared to the volume we have billed you on the periodic invoices. If you have paid too much or too little, it will be adjusted on the next invoice.

8. If We Need to Contact You

To save both money and the environment, we would like to continue informing you via SMS. Please visit our website to register your mobile number. You can do this either via the link on the website or via My Pages. Do you not have a mobile phone? Register your landline number to receive a voice SMS.

9. Do You Have Questions About Your Meter Location? Please Contact Us.

Patrik H 010-353 17 72

Johan A 010-353 17 58

Best regards,
Emmaboda Energi

Head of Distribution Networks
Sara Uhr

