



Frequently Asked Questions

How will I know that the Installer works for Mass Installation, Inc. (MII)?

All of our field team staff have uniforms including a MII shirt company issued ID badge. All of our vehicles have MII decals for easy identification. Our scheduling team also does a great job of reassuring the homeowner by letting them know exactly who is scheduled to perform the meter installation and what they will be driving so that no one needs to be alarmed when they pull into a customer's drive-way.

How do I know that I can trust the Installer entering my home or business?

The safety and comfort of your water customers are our #1 priority when one of our MII team members enters a customer's home to perform an installation. MII personnel go through a thorough state and federal background checks as well as drug screens and driving history examination. All Employees' locations are monitored via gps and recorded through MII's electronic work order management system.

When does MII perform installations?

MII understands it can be an inconvenience to alter your daily life in order to make an appointment with us, and that is why strive to make the process as painless as possible, working Tuesday through Saturday from 7:30 a.m. – 4:00 p.m.

How long does the installation take?

Appointments usually take approximately 30 minutes with disruption to your water service lasting approximately 10-15 minutes?

How does MII contact residents?

Postcards will be sent out to all water customers once their section is reached and will have instructions on how to book an appointment. In addition to postcards and office calls, our installation team also utilizes a door-knocking method in between appointments while they are in the neighborhood. MII also utilizes an online appointment scheduling solution as well as a 24-hour call center.

Who can I contact with any questions or concerns?

Contact Mass Installation, Inc. at 1-800-933-1360 or your local water department.