

Water Meter Set Request Process

What & When: Big Changes are coming!

Starting **May 1, 2025**, the City of Lubbock Utilities is rolling out a new and improved process for requesting water meter sets.

This change is designed to make your experience simpler, faster, and more efficient, giving you a one-stop shop to take care of all your meter set needs.

Here's what's new:

-  You'll now work directly with the Account Support Team at City of Lubbock Utilities.
-  A new account will be created just for meter set fees.
 - 💡 *This means you'll now have an additional account number – separate from your utility service account.*
-  No more upfront payment! Meter set fees will be billed to your new account.
-  Requesting a meter set = services turned on and billing started.

Who this Impacts:

-  Builders
-  Contractors
-  Developers
-  Anyone requesting a new water meter installation

Following the New Process:

Before requesting a meter set, please make sure the following is complete:

Prepare the Site:

- ✓ Post the address clearly on the property
- ✓ Place a flag to mark the meter box location
- ✓ Keep the area clear of equipment or debris
- ✓ Replace damaged meter boxes as needed
 - 🔧 Meter boxes available at Ferguson Waterworks: 806-392-9064

Make the Request:

- ✉ Submit a Commercial Move-in Request on-line
 - 💡 *Meters are typically installed within 10 business days after request confirmation*

If you have questions or concerns contact City of Lubbock Utilities Account Support at:

📞 **806-775-3677** or ✉ **CustomerRelations@mylubbock.us**

For multiple meter set locations, please send/attach a PDF or spreadsheet listing all addresses in your request.