

Meter Service Address

<Serv Name>
<Serv Unit><Serv Number><Serv Street>

Water Meter Upgrade Program Appointment Notice - Home Access Required

REFERENCE NUMBER

<Notification>

Book your appointment online today!
watermeterappt.com

<Mail Name>
<Mail Unit><Mail Number> <Mail Street>
<Mail City> <Mail Province> <Mail Postal Code>



Message from your Utility

Neptune Technology Group has been contracted to upgrade water meters in your neighbourhood. This program will ensure the continued accuracy of your water bill and improve reading efficiencies.

Under municipal by-law, it is mandatory to participate in this program as your property is connected to the municipal water service.

APPOINTMENT REQUIRED

The delivery of this notice means that meter technicians are now in your area for a limited time. Within one week of receiving this notice, please book your appointment at: watermeterappt.com

The upgrade procedure requires 30-90 minutes to complete. There is no charge for the water meter upgrade.

Prior to the appointment, please ensure:

Your water meter is accessible with a clearance area of at least 16 inches wide by 16 inches high, and your water shut-off is clear of obstructions and is operational.

**For safety information please visit
www.neptunetg.com/safety**



Book online today!

GETTING STARTED:

1. Visit watermeterappt.com
2. Enter your reference number located on the front and back of this pamphlet. Type in the automated verification code and click GET STARTED.
3. View available appointment dates and book your preferred timeslot.
4. A confirmation is provided after booking your appointment and details can be emailed.

You can also book your appointment by calling 1-800-667-4387 Monday through Thursday between 8:00 a.m. and 8:00 p.m., and Fridays from 8:00 a.m. to 6:00 p.m. EST.

When booking, please advise if your water meter or shut-off valve is located in a crawlspace.

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Utility Logo

Water Meter Upgrade Program

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How to read your meter



Shine a flashlight over the solar panel on the register to activate the LCD display. The display will switch between the flow rate and total consumption every six seconds.



The last four digits of the reading are decimal points. In the example above, the meter reading is 26.3987 cubic metres.

LEAK INDICATOR

Displays a Possible Leak

OFF: Indicates that there are no leaks

Flashing: Indicates water usage for more than 50% of the time during a 24 hour period

Continuous ON: Indicates water usage at least once every 15 minutes during a 24 hour period

FLOW INDICATOR

Displays Direction of Water Flow

ON: Water in use

OFF: Water not in use

Flashing: Water is running slowly

(-): Indicates Reverse Flow

(+): Indicates Forward Flow

Frequently Asked Questions

Why does my water meter have to be upgraded?

The typical life of a meter is up to 20 years, and they eventually need to be replaced. Also, advances in metering technology make it easier and more efficient to obtain readings.

Do I need an adult present?

An adult of at least 18 years of age must be home for the entire appointment.

Where is my water shutoff valve located?

The water shutoff valve is typically located where your water service line comes into your home. This is usually in your basement.

Who is responsible for maintaining the meter?

The Utility is responsible for any future water meter maintenance, provided you, the owner, take reasonable precaution to prevent any damage to it. It is illegal to tamper with the water meter.

Who do I contact in an emergency situation?

For water meter related emergencies, call Neptune at 1-800-667-4387.

How do I know the meter reading is accurate?

The water meters are factory tested and exceed the standards for accuracy set by the American Water Works Association.

How do I recognize my water meter technician?

Every authorized Neptune technician is uniformed and carries identification, including name, picture and ID number.