



Neptune Technology Group
7275 West Credit Avenue
Mississauga, ON L5N 5M9



Important Utility Information - Please Open

2024-05-27

Reference Number: 000123456700



MAIL NAME
MAIL UNIT MAIL NUMBER MAIL ST
MAIL CITY MAIL PROVINCE MAIL PC



Meter Service Address

SERV NAME
SERV UNIT SERV NUMBER SERV ST

**IMPORTANT NOTICE
WATER METER UPGRADE PROGRAM**

Dear Occupant:

The Town of Fort Erie is currently conducting a water meter upgrade program in your neighbourhood to ensure the continued accuracy of your water bill. Neptune Technology Group has been contracted by the Town of Fort Erie to upgrade the water meter at your property.

This is a **mandatory program in accordance with By-Law No. 66-2016**. The upgrade procedure requires 30-90 minutes to complete, during which time the water will be shut off for a brief period. There is **no charge** for the meter or the installation. For your convenience, appointments are available Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturdays from 9:00 a.m. to 6:00 p.m.

Within one week of receiving this letter, please contact Neptune to book your appointment.

➤ **BOOK ONLINE at watermeterappt.com**



Start online by entering your reference number, which is located on this notice next to your address details. Instantly view available appointments and book your preferred time slot.

➤ **Or CALL 1-800-667-4387**

Contact Centre hours are Monday to Thursday 8:00 a.m. to 8:00 p.m. and Fridays 8:00 a.m. to 6:00 p.m. Eastern Standard Time.

To prepare for the appointment, please ensure your water meter is accessible. Thank you in advance for your cooperation.

On behalf of,

Town of Fort Erie

A 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.



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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 shutoff is clear of obstructions and is operational.

GETTING STARTED:

1. Visit watermeterappt.com
2. Enter your reference number located on the letter enclosed. Type in the automated verification code and click GET STARTED.
3. View available appointment dates and book your preferred time slot.
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 shutoff valve is located in a crawlspace.

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.



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.

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



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

