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 PORT COLBORNE

## WATER METER REPLACEMENT PROGRAM

Dear Property Owner:

The City of Port Colborne is initiating a Water Meter Replacement Program and has contracted with Neptune Technology Group to install the newest generation R900i digital water meter at your property at no charge to you. This program aims to ensure accuracy in water billing, to enhance meter reading efficiency, and to improve the availability of water usage data to the property owner. Under By-law 3151/22/95 it is mandatory for all property owners connected to the municipal water system to participate in the Water Meter Replacement Program.

### Installation

- Replacement Program will begin in early 2016
- You will receive a pamphlet from Neptune containing appointment booking information
- Meter installation appointments can be made to fit your schedule
- Do not call to book your appointment until you receive the Neptune pamphlet
- If you are a tenant, please contact the property owner when you receive this information
- Meter installation will take about 45 minutes to complete
- An adult, at least 18 years of age, must be in the property at all times during the installation
- This person will be asked to verify and sign the service order as confirmation of the work completed
- Ensure the area around the existing water meter is clear and accessible
- Check your main water shut-off valve to make sure it is operable

### Special Water/Sewer Billing

- A special water/sewer bill will be created for every meter that is replaced
- This bill will be a consumption/usage charge bill only for the meter that was removed
- There will be no fixed costs on this bill
- Your next regular bill will be the regular three month bill with the usual fixed costs and the consumption/usage on the new meter

### Contacts

- [meterproject@portcolborne.ca](mailto:meterproject@portcolborne.ca)
- 905-835-2900

The Water Meter Replacement Program is an important part of the process to ensure equitable billing for all residents. We look forward to your support and co-operation to make this program a success.

Mayor John Maloney