



Town of Fort Erie

Water Meter Replacement Program



IMPORTANT NOTICE & INFORMATION GUIDE

You have two weeks to schedule your appointment.
Call 1-800-667-4387 or book online today!



A Message From The Town

Dear Residents,

The Town of Fort Erie has contracted Neptune Technology Group to replace and upgrade water meters in your area. This program will ensure the continued accuracy of your water billings and improve meter reading efficiency.

On behalf of the Town and Neptune Technology Group, we would like to thank you for your cooperation in this matter.

Sincerely yours,
Tom Kuchyt, CET

Book Online Today

Book your appointment from your PC, tablet or smart phone! All you need to get started is your **reference number** located on the back cover of this Information Guide.

Then visit forterie.watermeterappt.com and enter your reference number to begin. You'll be able to view available appointment dates and book your preferred time slot.

A confirmation will be provided after you book your appointment and details can be emailed to you.

Alternatively, you can call **1-800-667-4387** Monday through Thursday between 8:00 a.m. and 8:00 p.m., on Fridays from 8:00 a.m. to 6:00 p.m. to book your appointment.

ABOUT THE PROGRAM

The program involves replacing your existing water meter with an upgraded version, which will include a new meter reading device (radio transmitter). The radio transmitter is contained within the water meter eliminating the need for wires to be run or remotes to be fastened to your walls.

The transmitter will allow the Town to read your water meter from the street thereby preserving your privacy and eliminating the need to walk across your property or gain access to your home to read the meter.

*Under **Bylaw #199/04**, it is mandatory for all property owners that are connected to the municipal water system to participate in the water meter replacement program.*

PRIOR TO THE INSTALLATION

The meter needs to be accessible, therefore prior to the installation appointment, please ensure that an area at least 12" wide, 12" high and 6" deep has been cleared around your existing meter. Your existing meter and shut off valve should be located where the water service comes into your house.

THE INSTALLATION

Neptune installers are uniformed, highly skilled, and carry proper program identification to ensure a professional installation.

An adult at least 18 years of age must be home at all times during the installation. This person will be asked to verify and sign the service order as confirmation of the work completed. With the exception of any necessary modifications, a standard water meter replacement typically takes about 30 minutes.

Town of Fort Erie

Water Meter Replacement Program



Book Online!

forterie.watermeterappt.com

Your Reference Number:



Conservation Tips

THE THREE R's

Reduce: Reducing your water use is as simple as turning off the faucet tap while brushing your teeth, and operating the dishwasher or the washing machine with full loads.



INDOOR

- **DO** regularly inspect your home for leaks
- **DON'T** leave the tap running when brushing your teeth
- **DO** install a low flow shower head
- **DON'T** turn on the tap full blast when washing your hands
- **DO** take short showers or shallow baths
- **DON'T** run the dishwasher until it is full

OUTDOOR

- **DO** leave grass clippings on the lawn
- **DON'T** water your lawn in the hot sun or on a windy day
- **DO** use a bucket and a hose with a shut-off nozzle to wash the car
- **DON'T** water your lawn more than twice a week
- **DO** keep your mower blades sharp to avoid tearing the grass
- **DON'T** mow your lawn until your grass has reached a height of 2 1/2

Repair: Fix leaks as soon as you find them. Leaky taps and toilets can cost you money.

Retrofit: Install faucet aerators and replace an old showerhead with a low-flow aerator model or replace an old toilet with an ultra-low flush model. Water used in the bathroom can be reduced by up to 50%.

Frequently Asked Questions

Why does my water meter have to be replaced?

The typical life of a meter is 10 – 20 years. Like most mechanical devices, they eventually need to be replaced. Also, advances in metering technology make it easier and more efficient to obtain readings. This helps to reduce the cost of providing water.

Do I have to pay for the meter?

There is no charge for the meter or the installation. These costs are covered by the Municipality. The meter installer is a subcontractor and is not allowed to perform any work other than installing the meter.

Who is responsible for maintaining the meter?

The system is responsible for any future maintenance, provided that you take reasonable caution to prevent any damage to the meter. As with a hydro meter, it is illegal to tamper with the water meter.

Who do I contact in an emergency situation?

For water meter related emergencies, please call 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 will be uniformed and carry identification including name, picture and identification number.

Appointments are available Monday to Friday between 8 a.m. and 8 p.m. and on Saturdays from 9 a.m. to 6 p.m.

