

Important Information about Your Water Meter

Dear Homeowner,

The Region of Peel is conducting a **Water Meter Replacement Program** in your neighborhood starting April 10th, 2018. The purpose of the program is to replace outdated meters that have been in service for twenty years or more, with new meters equipped with a reading device. To conduct this work, the Region has contracted Neptune Technology Group Canada Ltd.

Public Works

2 Copper Rd.
Brampton, ON
L6T 4W5
tel: 905-791-7800

peelregion.ca

Program details:

- ◆ This is a **mandatory** replacement program in accordance with **Regional By-Law 6-2017**
- ◆ You will **not** be billed for the meter replacement
- ◆ Appointments are available Monday to Friday from 8:00 a.m. and 8:00 p.m. and Saturday from 9:00 a.m. and 6:00 p.m.
- ◆ The meter replacement typically takes one hour or less
- ◆ An adult of at least 18 years of age must be home at the time of the installation

Please contact Neptune to schedule an appointment to have your meter replaced

Step 1 There are two ways you may book an appointment;

- a) Book online today at peel.watmeterappt.com
- b) All you need to get started is your reference number. Conveniently book your appointment online from your PC, tablet or smart phone. Start by entering your reference number which is located directly below your address. Instantly view available appointments and book your preferred time slot, a confirmation will be provided and your appointment details may be emailed to you.

c) **Call 905-542-0666 or toll-free at 1-800-667-4387**

Operators are available from 8:00 a.m. to 8:00 p.m. Monday to Thursday; and 8:00 a.m. to 6:00 p.m. on Friday. If you call after hours, please leave your name, address, home and work telephone numbers, as well as the preferred date and time for your appointment on the voicemail system.

Step 2 Before your appointment;-

- a) Check your main water shut-off valve to make sure it is working properly. Note any leaks in the plumbing.
- b) **Please ensure your water meter is accessible** (it is typically located in your basement). We request your co-operation by removing any obstacle such as: paneling, drywall, sinks, vanities and wall studs before Neptune's arrival. If

you are concerned about access please let us know and we will try to work with you.

Step 3 A uniformed, **ID carrying** Neptune Water Meter Installer will conduct the meter replacement. At no point will a Neptune employee ask to see your hot water tank, water filtration system or conduct water testing. **We strongly advise that you view this identification before permitting entry.**

Public Works

2 Copper Rd.
Brampton, ON
L6T 4W5
tel: 905-791-7800

peelregion.ca

This replacement is done in accordance with **Regional By-Law 6-2017 which states;**

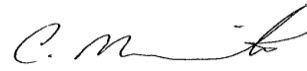
26. No Person shall obstruct free and safe access to the Water Meter, piping or related appurtenances. Any costs incurred by the Region to obtain access to the Water Meter shall be paid by the End User.

27. If the Water Meter is located in a wall or any concealed area, a minimum opening of 20 centimetres from the center of the Water Meter on either side on the horizontal and 15 centimetres from the center of the Water Meter from both top and bottom shall be maintained.

If you do not book an appointment, Neptune's technicians will actively canvass your home to find an appropriate time to change your meter. Thank you in advance for co-operation.



Rob Robillard
Project Manager
Neptune Technology Group Canada Ltd.



Chris Misurka
Supervisor, Meter Installations & Repair
Region of Peel