



## **IMPORTANT INFORMATION**

### **MANDATORY WATER METER REPLACEMENT PROGRAM**

#### **WATER METERS ARE COMING**

In conjunction with the City of Windsor Act (1936) and as authorized through section 195 of the Municipal Act, EnWin Utilities, on behalf of the Windsor Utilities Commission has established a Water Meter Replacement Program in order to ensure the continued accuracy of your water billings. **Neptune Technology Group** has been contracted to replace your water meter at no charge to you. You will not be billed for the meter replacement and installation, but all building owners are responsible for costs related to the installer gaining access to a meter location.

#### **THE INSTALLATION PROCESS**

Installations will begin late September 2015 and will be carried out on an area-by-area basis over the next five years. Prior to installers moving into your area, you will receive an informational pamphlet by mail, which contains all necessary booking information along with details about the installation program. When you receive this pamphlet, you will have two weeks to schedule an appointment. If you are a tenant, please contact the building owner when you receive this information. *Please do not contact Neptune until you have received the pamphlet.*

#### **QUICK AND CONVENIENT**

Meter installation appointments can be made to fit your schedule. The work typically takes 45 minutes to complete. These upgrades will allow meters to be read from outside of the building and should eliminate the need for the meter reader to gain access to your property to read the meter.

#### **PRIOR TO THE INSTALLATION**

Please ensure the area around the existing water meter is clear and accessible. In addition to clearing this space, please leave ample room for the installer to work. Your existing shut-off valve should be located where the water service comes into the building. Check your main water shut-off valve to make sure it is operable.

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