Meter Service Address
<Serv Name>
<Serv Unit><Serv Number><Serv Street>

Water Meter Upgrade Program
Appointment Notice - Home Access Required

REFERENCE NUMBER

Book your appointment online today!
watermeterappt.com

<Mail Name>
<Mail Unit><Mail Number> <Mail Street>
<Mail City> <Mail Province> <Mail Postal Code>

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.

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 shut-off is clear of obstructions and is operational.

For safety information please visit www.neptunetg.com/safety

Book online today!

GETTING STARTED:

1. Visit watermeterappt.com
2. Enter your reference number located on the front and back of this pamphlet. Type in the automated verification code and click GET STARTED.
3. View available appointment dates and book your preferred timeslot.
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 shut-off valve is located in a crawlspace.

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City of Yorkton

Water Meter Upgrade Program

APPOINTMENT NOTICE
HOME ACCESS REQUIRED

NEPTUNE TECHNOLOGY GROUP

Book your appointment online today!
watermeterappt.com

REFERENCE NUMBER

How to read your meter

To MONITOR YOUR DAILY USE

- Take a reading at a set time of the day.
- Take another reading the same time the next day.
- The difference between the two readings is your 24-hour water consumption.

If the red sweep hand is moving when all your fixtures are turned off, you may have a leak.

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.

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