

## **CITY INITIATES WATER METER UPGRADE PROGRAM**

**Welland, ON** - The City of Welland is initiating a water meter upgrade program the week of June 8, 2018, which will consist of upgrading a number of commercial, industrial, and multi-residential meters; as-well-as an estimated 1,200 residential meters that have been in service for 20 or more years.

The City has contracted Neptune Technology Group (NTG) to complete the upgrading program. NTG has been involved in the water meter industry for over 120 years and has a reputation for successful partnerships with Canadian water utilities and industry representatives from coast to coast. This meter upgrade program will ensure the continued accuracy of water meters in the city and will also allow remote meter reading to create a more efficient system.

### **THE CUSTOMER NOTIFICATION PROCESS**

All water meters scheduled for upgrading have been identified by city staff and added to the upgrade program list. Neptune Technology Group will contact individuals on behalf of the City of Welland to schedule an appointment for water meters on the program list only. NTG operates a fully functional customer service centre with trained customer service representatives. Notifications will be received via mail or phone with detailed information on how to book an appointment.

### **PRIOR TO THE INSTALLATION**

The city asks for public cooperation with this program by ensuring the area around existing water meters is clear and accessible for the technician to work. Existing shut-off valves should be located where the water service comes into dwellings and should have operable shut-off valves.

### **THE INSTALLATION PROCESS**

All NTG employees involved with this program have completed extensive in-class and in-field training programs for meter installation and operation, and have the knowledge to complete the work using industry best practices. It is the company's commitment to ensure customer service and quality assurance.

"When NTG representatives arrive to complete the pre-scheduled work, they will have the Neptune Technology Group logo on their vehicles," said Vince Beaudoin, General Foreman Public Works. "They will present themselves at the door with a photo ID badge that identifies them as a Water Meter Installer."

The service procedure requires approximately 30-90 minutes to complete, during which time the water will be shut off for a brief period. There is **no charge** for the water meter or the installation.

### **QUICK AND CONVENIENT**

Appointments will be made to fit individual schedules along with toll-free telephone access and live representation Monday to Thursday, 8 a.m. - 8 p.m., and Friday, 8 a.m. – 6 p.m. This is a fully automated system with customer contacts, appointment scheduling, and after-hours voice messaging.

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