



CITY CONTINUES THIRD YEAR WITH WATER METER UPGRADE PROGRAM

Welland, ON - The City of Welland is reinstating its water meter upgrade program on October 15, 2019. Now in its third year, the program will focus on residential units until the end of the year. The city estimates that 1,200 residential meters that have been in service for 20 or more years and require upgrading.

The City has entered into a contract with Neptune Technology Group (NTG) to complete the meter 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 an upgrade have been identified by city staff and added to the upgrade program list. Neptune Technology Group will contact individuals who are on the program list—on behalf of the City of Welland—to schedule a meter upgrade. 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 the existing water meter 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 expertise to complete the work using industry best practices. It is the company's commitment to ensure customer service and quality assurance.

"All Neptune employees are professional tradespeople and marked with photo identification badges," said Ray Chamberlain, General Foreman for Public Works. "Every meter change is also pre-scheduled over the phone with Neptune employees."

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 installation.

QUICK AND CONVENIENT

Appointments will be made to fit individual schedules along with toll-free telephone access and live representation Monday to Thursday, 8:00 a.m. – 8:00 p.m., and Friday, 8:00 a.m. – 6:00 p.m. This is a fully automated system with customer contacts, appointment scheduling, and after-hours voice messaging.

-30-