

Important Information

This notice is to inform you of the water meter upgrade program.

Dear Occupant,

The County of Brant will soon be conducting a water meter upgrade program in your neighbourhood to ensure the continued accuracy of your water bill. Neptune Technology Group has been contracted by the County of Brant to upgrade the water meter at your property.

This is a **mandatory program**. The upgrade 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 meter or the installation. Nor will we request any financial information from you. For more information on why the County of Brant is upgrading water meters or frequently asked questions, please visit **www.brant.ca/WaterMeters**.

The Installation Process

Installations will be carried out on an area by area basis. As technicians from Neptune move into your area, you will receive a notification containing information on how to book your appointment. If you are a landlord, please share this information with your tenant.

Please do not contact Neptune until you have received the notification containing information on how to book your appointment.

Quick and Convenient

Appointments can be made to fit your schedule. These upgrades will allow the County of Brant to continue to read the water meter from outside of your house and 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 and main water shut-off valve is clear and accessible. Leave ample room for the technician to work. Your main water shut-off valve should be located where the water service comes into your house. Check your main water shut-off valve to make sure it is operable.

We look forward to your support and cooperation to make this program a success.

On behalf of,

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