

Meter project update – 6-20-16

The City's contractor, Neptune Technology Group, was very busy throughout the month of May and as a result has completed installations at just under 88% of the City's water customers.

As of Tuesday, June 14, Neptune's installers had replaced just over 4,720 (or 86.5%) meters, with an additional 172 appointments booked. All water customers in the City have now received appointment brochures from Neptune. It is imperative that all customers book in a timely manner to avoid flat rate billing charges (totalling \$651.20 per quarter) or other penalties under the bylaw, as the meters must be installed before the end of July.

Neptune's staff continue to "door knock" and leave appointment reminder tags for properties throughout the City that have not yet responded to the appointment brochure. If the homeowner is home when the installer knocks on the door with the reminder tag, the installer may ask if it is convenient for them to do the meter at that time so that the homeowner does not have to go to the bother of booking an appointment.

Note that all installers will be wearing Neptune clothing, carry Neptune issued identification and will be driving a vehicle with a Neptune placard.

Property owners who have a concern about the new meter installed at their property should call the number provided by the Neptune installer: 1-800-667-4387.

If there are any other questions or concerns regarding the project, please call 905-835-2900, or email meterproject@portcolborne.ca

