



## IMPORTANT NOTICE

### WATER METER INSTALLATION PROGRAM

Over the next few weeks, the Regional District of Central Okanagan will be installing water meters in residences throughout your area. This program will ensure the continued accuracy of your water billings and improve meter reading efficiency.

The Regional District has contracted **Neptune Technology Group Canada Ltd.** to conduct this upgrade in your home **at no charge to you** (based on a standard installation) as a result of a successful application for Federal Gas Tax program funds. Neptune is the most experienced meter installation company in the country.

The new technology will allow the Regional District to read your water meter from the street thereby preserving your privacy and eliminating the need to walk across your property or gain access to your home to read the meter.

Installation technicians will be in your area for a **limited time** and all appointments must be made within the next two weeks.

### PLEASE CALL TODAY TO BOOK YOUR APPOINTMENT

**CALL TO BOOK AN APPOINTMENT:** Call (toll free) **1-800-667-4387** to book an appointment. Operators will answer your call between 6:00am to 5:00pm Monday through Thursday; and 6:00 a.m. to 3:00 p.m. on Fridays. Water meter installers work from 8:00am to 8:00pm Monday to Friday and 8:00am – 6:00pm on Saturdays to accommodate your schedule. You can also book your appointment at any time by going online at [www.watermeterappt.com](http://www.watermeterappt.com). Enter **project code I181** when prompted.

**PRIOR TO THE INSTALLATION:** Your meter will be installed directly after your main shut-off valve in your basement, so prior to the installation appointment, please ensure that an area at least 12" wide, 12" high and 6" deep has been cleared around your main shut-off. In addition to clearing this space, please leave ample room for the installer to work. Your existing shut off valve should be located where the water service comes into your house. The work typically takes about 1 hour to complete, excluding any modifications that may be required.

It is important that the water meter captures all water being used on the property, including all irrigation water. Please determine where your irrigation supply is being serviced from prior to booking your appointment. In most cases, it will be after the shut off valve in your home. If you have difficulty locating this supply, please contact Neptune Technology Group for assistance at 1-800-667-4387.

**INSTALLATION:** Neptune installers are uniformed, ID carrying and highly skilled to ensure a professional installation. An adult at least 18 years of age must be home at all times during the installation. This person will be asked to verify and sign the service order as confirmation of the work completed.

Please see the back of this letter for more information and answers to **Frequently Asked Questions**.

On behalf of the Regional District and Neptune Technology Group, we would like to thank you in advance for your cooperation in this matter. Please make your appointment within the next two weeks.

Regards,

Chris Radford  
Director of Environmental Services  
Regional District of Central Okanagan

Oleg Yavorsky  
Field Operations Manager  
Neptune Technology Group (Canada) Ltd.

**CALL 1-800-667-4387 NOW TO BOOK YOUR APPOINTMENT**



**NEPTUNE**  
TECHNOLOGY GROUP

## FREQUENTLY ASKED QUESTIONS

### **Do I have to pay for the meter?**

There is no cost for the meter installation. The meter installer is a sub-contractor and not allowed to perform any work other than installing the meter.

### **Who is responsible for maintaining the meter?**

The Regional District of Central Okanagan is responsible for any future maintenance at no cost to you, provided that you take reasonable precautions to prevent any damage to the meter. Like the electric meter, it is illegal to tamper with the water meter.

### **How long does it take to install the meter?**

Barring any necessary modifications, a standard water meter installation typically takes about 1 hour to complete.

### **Can I install the meter myself?**

Neptune is responsible for performing all installations.

### **Do I have to be home for the installation?**

An adult at least 18 years of age must be home at the time of the installation.

### **What is the deadline for booking appointments?**

Receipt of this letter means installers are in your area. Please call within two weeks to book your appointment to ensure timely completion.

### **Can I have more than one meter?**

The District's policy is to install one appropriately sized meter per service line. Any request for deviations from that policy must be addressed by the Regional District of Central Okanagan.

### **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.

### **Important Facts You Should Know**

- There will be no noticeable difference in water pressure after the meter is installed.
- Neptune installers will be uniformed and carry ID.
- The homeowner is responsible for taking reasonable precautions to prevent any damage to the meter.

**CALL 1-800-667-4387 NOW TO BOOK YOUR APPOINTMENT**