



Message From the Utility

EnWin Utilities has contracted Neptune Technology Group to replace existing water meters in your neighbourhood with upgraded versions. The meters will be installed for a **limited time** which makes it imperative for you to schedule an installation today.

This program will ensure the continued accuracy of your water billing and improve efficiency by updating the water meter and meter reading technology.

Pursuant to the City of Windsor Act (1936) and as authorized through section 195 of the Municipal Act, it is mandatory to participate in this program, as your property is connected to the municipal water service.

Appointment Required

The delivery of this notice means that meter installers are now in your area and that you have **two weeks to schedule an installation appointment** at:

watermeterappt.com



A typical meter replacement takes approximately half an hour to complete. An adult of at least 18 years of age must be home for the entire appointment. This person will be asked to verify and sign the service order as confirmation of completion.

Prior to the installation residents must ensure:

Your water meter is accessible with a clearance area of at least 16 inches wide by 16 inches high, and your water shut-off is clear of obstructions and is operational.

Book Online Today!

GETTING STARTED:

1. Visit watermeterappt.com
2. Click **BOOK NOW** and enter your reference number located on the front and back of this pamphlet.
3. View available appointment dates and book your preferred time slot.
4. A confirmation is provided after booking your appointment and details can be emailed.



You can also book your appointment by calling **1-800-667-4387** Monday through Thursday between 8:00 a.m. and 8:00 p.m., and Fridays from 8:00 a.m. to 6:00 p.m.

Please advise if your water meter/water shut-off valve is located in a crawlspace when booking online or by telephone.

Water Meter Replacement Program

APPOINTMENT NOTICE HOME ACCESS REQUIRED

Book Online Appointment Today!

watermeterappt.com

Your Reference Number:

200000000





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Getting to Know Your New Meter

If you would like to read your water meter to assist with your own home water conservation efforts, here's how:

- **Shine a flashlight over the solar panel (located on the register) to activate the LCD display.**
- **The LCD display will toggle between the flow rate and total consumption every six seconds when illuminated.**
- **The nine-digit LCD will display your meter volume and flow rate in cubic meters per minute.**
- **The last four digits of the reading are decimal points. (e.g. 26.3987 cubic meters)**



OFF	Indicates there are no leaks.	ON	Water in use
Flashing	Indicates water usage for more than 50 percent of the time during a 24-hour period.	OFF	Water not in use
Continuous ON	Indicates water usage at least once every 15 minutes during a 24-hour period. In this case, there is most likely a leak at your property/business.	Flashing	Water is running slowly
		(-)	Indicates reverse flow
		(+)	Indicates forward flow

Frequently Asked Questions

Why does my water meter have to be replaced?

The typical life of a meter is up to 20 years and they eventually need to be replaced. Also, advances in metering technology make it easier and more efficient to obtain readings.

Do I have to pay for the water meter?

There is no cost for the meter replacement. However, all building owners are responsible for costs related to providing access to a meter location. **EnWin may also impose a fee of \$73.45 for a resident who misses their scheduled appointment.**

Where is my water shut-off valve located?

The water shut-off valve is located where your water service line comes into your home, usually this is in your basement.



Who is responsible for maintaining the meter?

The Utility is responsible for any future water meter maintenance, provided you, the owner, take reasonable caution to prevent any damage to it. As with a hydro meter, it is illegal to tamper with the water meter.

Who do I contact in an emergency situation?

For water meter related emergencies, call Neptune at 1-800-667-4387.

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.

How do I recognize my water meter technician?

Every authorized Neptune technician is uniformed and carries identification including name, picture and ID number.