

Friday, September 18, 2020

PUBLIC SERVICE ANNOUNCEMENT



CITY RESUMES MANDATORY WATER METER UPGRADE PROGRAM BEGINNING OCT. 5, 2020

Welland, ON - The City of Welland is reinstating its mandatory water meter upgrade program on Oct. 5, 2020. The scope of the program provides for the replacement of approximately 1000 water meters throughout the city.

The City of Welland 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 allow remote meter reading to create a more efficient system.

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 Mon. to Thur., 8:00 a.m. – 8:00 p.m., and Fri., 8:00 a.m. – 6:00 p.m. This is a fully automated system with customer contacts, appointment scheduling, and after-hours voice messaging.

The City of Welland and Neptune Technology Group have developed COVID-19 safety measures and protocols to protect residents and workers during the replacement process. For a full list of safety protocols, visit <https://www.welland.ca/HotTopics/WaterMeterProgram.asp>.

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 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.

BEFORE THE INSTALLATION: The city asks the public for 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.

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