

Wednesday, June 16, 2021

MEDIA RELEASE



WATER METER REPLACEMENT PROGRAM TO CONTINUE FOR 2021

Welland, ON – The City of Welland is continuing with its mandatory Water Meter Replacement Program. The 2021 program will see approximately 1500 meters replaced and will begin on June 21, 2021. This program is a mandatory program under By-Laws # 2004-119 and # 2017-143.

The City has partnered with and contracted Neptune Technology Group to complete this work. The Neptune Technology Group has been involved in this industry for over 120 years. They have a proven track record of successful partnerships with Canadian water utilities and industry representatives from coast to coast.

This project will ensure the continued accuracy of the water meter and allow for remote meter reading instead of manual reading, thus creating efficiencies within the system.

The City of Welland and Neptune Technology group have developed Covid-19 safety measures and protocols to protect the resident and the worker during the replacement process.

THE CUSTOMER NOTIFICATION PROCESS

The Neptune Technology Group will contact you on behalf of the City to schedule an appointment. They operate a fully functional customer service center with trained customer service representatives. You can expect to receive a notification via mail or phone (if your number is available) containing information on booking your appointment. If you are a tenant, please contact the building owner when you receive this information. Please do not contact Neptune until you received the notice. Follow-up notices will be forwarded as required.

PRIOR TO THE INSTALLATION

Please ensure the area around the existing water meter is clear and accessible and leave ample room for the technician to work. Your existing 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.

THE INSTALLATION PROCESS

All Neptune employees involved with this project have completed extensive in-class and in-field training programs for meter installation and operation and have the knowledge to complete the work using industry best practices. It is our commitment to ensure customer service and quality assurance.

When the Neptune representative arrives to complete the scheduled work, they will have the Neptune Technology Group logo on their vehicle. In addition, they will present themselves at the door with a photo ID badge identifying them as Water Meter Installer. The badge will have their name, identification number, and bar code. Please ensure that they present their colour ID badge that contains this vital information before entering. 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.

For concerns or questions regarding the installation please contact 905 735 1700 ext. 3000.

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Contact:

Ray Chamberlain
General Foreman Public Works
Public Works Division
Infrastructure Services
905 -735-1700 Ext. 3103

ray.chamberlain@welland.ca