



## IMPORTANT NOTICE - February 2022: WATER METER REPLACEMENT PROGRAM

The City of Martensville will soon be conducting a water meter replacement program in your neighbourhood to ensure the continued accuracy of your water bill. Neptune Technology Group has been contracted by the City of Martensville to upgrade the water meter at your property.

You will be receiving an initial contact letter from Neptune Technology group soon regarding this project and more details on your meter upgrade.

This is a **mandatory program in accordance with the Water & Waste Water Rates & Administration By-Law 12-2018**. 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 installation completed by Neptune.

### THE INSTALLATION PROCESS

Installations will be carried out on an area-by-area basis. As technicians move into your area, you will receive a notification containing information on how to book your appointment. If you are a tenant, please contact the building owner when you receive this information.

**Please do not contact Neptune until you receive the notice.**

### QUICK AND CONVENIENT

Appointments can be made to fit your schedule. These upgrades will allow the City of Martensville to read the water meter remotely and eliminate the need for the meter reader to gain access to your property to read the meter. Residents will no longer be asked to submit meter reads on alternating months as each monthly bill will be based on actual meter consumption. In addition, the technology upgrades will also allow the City to identify water leaks and usage anomalies sooner than we were previously able to, and in turn, notify you of these potential concerns.

### PRIOR TO THE INSTALLATION

Please ensure the areas around the existing water meter and shut off are 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.

We look forward to your support and co-operation to make this program a success.

On behalf of,

City of Martensville  
306-931-2166