



Neptune Technology Group
7275 West Credit Avenue
Mississauga, ON L5N 5M9



2025/12/16

Important Utility Information - Please Open

Reference Number: #####

John Smith
PO Box
Lunenburg, NS
BOJ2C0

Meter Service Address
John Smith
119 Cumberland Street

IMPORTANT NOTICE WATER METER INSTALLATION PROGRAM

Dear Occupant:

In an effort to improve delivery and aid in conservation, a water meter is now required in every home and business serviced by the Town of Lunenburg Water Utility. Neptune Technology Group has been contracted by the Town of Lunenburg Water Utility to install a water meter at your property.

A meter is necessary to accurately measure your water consumption. Water meters help manage consumption.

This is a **mandatory program**. For **Water Utility Rules and Regulations** see <https://townoflunenburg.ca/accounts-and-infrastructure-water-utility.html>. The installation procedure requires 30-90 minutes to complete, during which time the water will be shut off for a brief period. An adult of at least 18 years of age must be home for the entire appointment. There is **no charge** for the meter or the installation. For your convenience, appointments are available Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturdays from 9:00 a.m. to 6:00 p.m.

Within one week of receiving this letter, please contact Neptune to book your appointment.

➤ **BOOK ONLINE at watermeterappt.com**



Start online by entering your reference number, which is located on this notice next to your address details. Instantly view available appointments and book your preferred time slot. There is no fee for booking and we will not request credit card information.

➤ **OrCALL 1-800-667-4387**

Contact Centre hours are Monday to Thursday 9:00 a.m. to 9:00 p.m. and Fridays 9:00 a.m. to 7:00 p.m. Atlantic Standard Time.

To prepare for the appointment, please ensure your water shut-off valve is accessible and leave ample room for the installer to work. Thank you in advance for your cooperation.

On behalf of,

Town of Lunenburg Water Utility

For safety information, please visit www.neptunetg.com/safety

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A Message from your Water Utility

A water meter is now required in every home and business serviced by the Lunenburg Water Utility. A meter is necessary to accurately measure your water consumption. Water rates based on actual consumption create equitable billing and encourage water conservation.

Neptune Technology Group has been contracted to install water meters in your neighbourhood.

APPOINTMENT REQUIRED

The delivery of this notice means that meter technicians are now in your area for a limited time.

Within one week of receiving this notice, please book your appointment at:

watermeterappt.com

The meter will measure your actual water consumption and transmit a radio signal to a reading device so the meter reader will not have to enter your property to obtain a reading.

Prior to the appointment, please ensure:

Your shut-off valve is operational and accessible with a clearance area of at least 16 inches wide by 16 inches high.

GETTING STARTED:

1. Visit watermeterappt.com
2. Enter your reference number located on the letter enclosed. Type in the automated verification code and click GET STARTED.
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 9:00 a.m. and 9:00 p.m., and Fridays from 9:00 a.m. to 7:00 p.m. AST.

When booking, please advise if your shut-off valve is located in a crawlspace

FREQUENTLY ASKED QUESTIONS

What is the deadline for booking appointments?

Within one week of receiving contact this notice, please Neptune to book appointment.

What is the metered water rate?

A Residential Metered Rate has not yet been approved for the Water Utility and flat rate billing will

continue for residential users until a Residential Metered Rate is approved. Customers will be given advance notice of any change to Residential Metered Rates.

Commercial customers shall continue to be billed as specified in the Water Utility Rules and Regulations.

Do I have to pay for the meter?

There is no charge for the meter or the installation during the installation process.

Who is responsible for maintaining the meter?

The Water Utility is responsible for any future water meter maintenance. Reasonable precautions need to be taken by you, the owner, to prevent any damage to it. 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 recognize my water meter technician?

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

Can I install the meter myself?

Neptune is responsible for performing all installations. The technician will install the meter on your incoming water service.



To monitor your daily use

- Take a reading at a set time of the day.
- Take another reading the same time the next day.
- The difference between the two readings is your 24-hour water consumption.



If the red sweep hand is moving when all your fixtures are turned off, you may have a leak.