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IMPORTANT INFORMATION WATER METER UPGRADE PROGRAM

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

This is a **mandatory program in accordance with sections 6.20 and 6.21 of Water/Sewer/Storm Water Bylaw 2020/11**. Property owners are required to provide access to the meter and shut-off valve for this replacement. 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.

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 have received the notice.*

QUICK AND CONVENIENT

Appointments can be made to fit your schedule. These upgrades will allow the Utility to read the water meter from outside of your house and eliminate the need for the meter reader to gain access to your property to read the meter.

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.

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

On behalf of,

Doug Fraser
Town of Rocky Mountain House
Water/Sewer Supervisor
403-845-3220