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The *Nation*

WATER METER INSTALLATION PROGRAM



TO SCHEDULE AN INSTALLATION CALL TOLL FREE:

1-800-667-4387

OR BOOK ONLINE AT: www.watermeterappt.com. Enter Project Code i622



NEPTUNE

WATER METERS ARE HERE



A water meter is now required in every home on the Limoges municipal drinking water system (Limoges in The Nation, Limoges in Russell, Forest Park and Le Baron). The delivery of this information package means that meter installers are now in your area and that you have two weeks to schedule an installation appointment. This is a mandatory program with approximately 750 water meters being installed throughout the Municipality.

WHY ARE WATER METERS REQUIRED?

The Nation Municipality is moving from a flat rate system of billing for water to a rate based on actual water consumption starting in January 2009. The meter is necessary to measure your consumption. A water rate based on actual consumption creates equitable billing and encourages water conservation.

WHO IS INSTALLING THE METERS?

The Municipality has contracted Neptune Technology Group to install the water meters. Neptune is the most experienced water meter Installation Company in Canada. All homes must have water meters installed by May 15, 2008. That's why it's imperative that you schedule your appointment for installation now.

IS THERE A COST FOR THE METER?

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

Schedule your appointment today. Call toll free 1-800-667-4387

FREQUENTLY ASKED QUESTIONS

DO I HAVE TO PAY FOR THE METER?

There is no charge for the meter or the installation. The cost is covered by the Municipality. The meter installer is a sub-contractor and is not allowed to perform any work other than installing the meter.

DOES EVERYONE HAVE TO HAVE A METER?

Yes, it is a mandatory project (By-Law 26-2008). Everyone connected to the municipal drinking water system must participate. If you do not have a meter installed, you will be contravening the By-Law.

WHAT IS THE DEADLINE FOR BOOKING APPOINTMENTS?

To ensure timely completion, you must book an appointment within 2 weeks of receiving this booklet. Installers will only be in your area for two weeks, and will be unable to install a meter after this time.

WHAT IS THE METERED WATER RATE?

The water rate has not been determined yet but you will be informed when it will be implemented.

WHO IS RESPONSIBLE FOR MAINTAINING THE METER?

The Municipality is responsible for future maintenance at no cost to you providing you take reasonable precautions in not damaging the meter. Just like a hydro meter, it is illegal to tamper with the water meter.

HOW LONG DOES IT TAKE TO INSTALL THE METER?

A typical installation takes about 1 hour to complete, barring any necessary modifications.

DOES THE METER HAVE TO GO INSIDE THE HOUSE?

The meter must be installed in the house near your incoming water service. Readings will be read remotely so nobody will need to enter your home to take readings

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FREQUENTLY ASKED QUESTIONS

CAN I HAVE MORE THAN ONE METER?

If you own a multi-family dwelling a second meter will be installed only if the service lines to each unit are totally separate.

CAN I INSTALL THE METER MYSELF?

As part of the metering contract you are not allowed to install your own meter even if you are a licensed plumber. Neptune is responsible for performing all installations.

DO I HAVE TO BE HOME FOR THE INSTALLATION?

Either you or an adult of at least 18 years old must be home at the time of the installation.

HOW DO I KNOW THE METER READING IS ACCURATE?

The water meters are factory tested and exceed the standards for accuracy set by the American Water Works Association.

WHAT DO I DO IF I GET A HIGH WATER BILL?

Look for leaks such as running toilets or dripping taps.

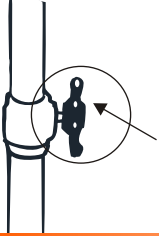
IMPORTANT FACTS YOU SHOULD KNOW.

- ▶ Installers are able to adapt the meter to any size pipe.
- ▶ There will be no noticeable difference in water pressure after the meter is installed.
- ▶ Neptune installers will be uniformed and carry identification.
- ▶ Neptune installers are trained to make any plumbing modifications necessary for the meter installation.

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WHAT TO DO PRIOR TO THE INSTALLATION

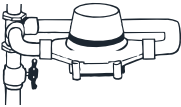
FIND YOUR SHUT-OFF VALVE



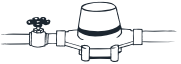
The meter will be installed directly after the main shut-off valve. Please clear the area around the incoming water service in your basement. Look for a pipe coming out of the floor. There should be a shut-off valve on this pipe, with a round or straight handle.

MINIMUM SPACE REQUIREMENTS

To accommodate the meter and necessary plumbing fittings, certain minimum space is required.



If your service line comes straight up from the floor, clear an area at least 12" wide, 6 ½" high, and 6" deep.



If your service line comes straight across the wall, clear an area at least 11" wide, 5" high, and 4" deep.

In addition to clearing this space, please leave ample space for the installer to work.

IF YOU HAVE A FINISHED BASEMENT...

Water services located behind drywall or paneling in finished basements should not present a problem.

After consulting with you the installer will neatly cut out a small section of drywall or paneling to gain access to your main shut-off valve. You may cut this hole yourself..

Once the meter is installed you have two options: you can cover the hole yourself or the installer will cover the hole with a carpentry box. In either case, the hole must not be permanently covered in the event that your meter requires future maintenance.

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FEATURES OF YOUR NEW METER

The Nation Municipality will read your meter for billing purposes, but you may wish to monitor your own consumption. Take a reading at a set time of the day, then take another reading the same time the next day. The difference between the two readings is your daily water consumption.



The 9 digit LCD displays your meter reading in cubic metres. One cubic metre equals one-thousand litres, or 220 imperial gallons. The last four digits of the reading are decimal points, so this meter reading in the illustration above is 26.3987 cubic metres

Leak indicator displays a possible leak:

- OFF** No leak indicated.
- Flashing** Intermittent leak indicates that water has been used for at least 50 of the 15-minute intervals during a 24-hour period
- Continuous ON** Continuous leak indicates water use for all 96 15-minute intervals during a 24-hour period.

Flow Indicators show the direction of flow through the meter:

- ON** Water in use.
- OFF** Water not in use.
- Flashing** Water is running slowly.
- (-)** Reverse flow.
- (+)** Forward flow.

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HOW DO WATER METERS CONSERVE WATER?



Water meters make people aware about their water use. When people are charged for their actual measured use, they tend not to waste it, thereby reducing their overall water consumption.

Water meters help identify leaks. Leaks can constitute a significant portion of a city's water consumption. Eliminating leaks benefits everyone.

WHY IS CONSERVING WATER IMPORTANT?

- » Conserving water saves money for all of us. The need for publicly funded upgrades or new infrastructure to deliver and treat water can potentially be delayed or eliminated. It also means less water goes to treatment facilities, saving energy and money.
- » Conserving water leads to energy conservation. Energy is used more efficiently because less energy is used to heat water and pump potable water and wastewater.
- » Conserving water is environmentally friendly. Reducing water use helps to preserve and protect the habitat of fish and wildlife. These natural attractions are essential to Canada's tourism and outdoor recreation industries.

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CALL NOW TO MAKE AN APPOINTMENT

HOW TO SCHEDULE AN APPOINTMENT



Meter installers intend to wind up the project on May 15. Call toll free, 1-800-667-4387 to book your appointment.

Please do not wait until the deadline to schedule your appointment.

Live operators answer from 8:00 a.m. to 8:00 p.m., Monday to Thursday, and 8:00 a.m. to 6:00 p.m. on Friday. After hours you may leave a message with your name, address, and where we can reach you during the day. Someone will return your call the next business day.

You can also book your appointment online at www.watermeterappt.com. Enter project code i622 when prompted.

WHAT TIMES ARE AVAILABLE?

Water meter installers work from 8:00 a.m. to 8:00 p.m. Monday to Friday, and from 8:00 a.m. to 7:00 p.m. on Saturdays. Sunday installations may also be arranged. The installation takes about 1 hour (barring any necessary modifications). An adult at least 18 years old must be home at the time of the installation.

IF YOU DO NOT HAVE A METER INSTALLED

A water meter is mandatory under The Nation By-Law 26-2008. So you are encouraged to make your meter installation appointment **now**, while installers are still in your area.

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