

Meter project update – 4-26-16

The City's contractor, Neptune Technology Group, is approximately halfway through the meter replacement project.

As of Saturday, April 23rd, Neptune's installers had replaced just over 2,890 (or 52.9%) meters, with an additional 507 appointments booked. Appointment brochures have been mailed out to all customers, with the exception of those with larger water meters (1" and 1-1/2").

Neptune's staff continue to "door knock" and leave appointment reminder tags for properties throughout the City that have not yet responded to the appointment brochure. Note that when the installer knocks on the door with the reminder tag, if the homeowner is home, and the installer has an open time slot, they may ask if it is convenient for them to do the meter at that time so that the homeowner does not have to go to the bother of booking an appointment.

Note that all installers will be wearing Neptune clothing, carry Neptune issued identification and will be driving a vehicle with a Neptune placard.

Property owners who have a concern about the new meter installed at their property should call the number provided by the Neptune installer: 1-800-667-4387.

If there are any other questions or concerns regarding the project, please call 905-835-2900, or email meterproject@portcolborne.ca

