

# Neptune and Stratford Water Meter Installations



**Who is Neptune?**

- **Founded in 1892**
- **Largest supplier of water meters in North America**
- **Over 1.75 million water meters installations completed in Canada**





- Head office and manufacturing in Tallassee, Alabama
- Canadian head office in Mississauga, Ontario
- Atlantic Canada office in Miramichi, New Brunswick
- Project office in Stratford, PEI

# Booking an Appointment

*Town of Stratford*

## **Water Meter Installation Program**

*Town of Stratford*

## **Water Meter Installation Program**



**Book Your Appointment  
Online Today**  
[watermeterappt.com](http://watermeterappt.com)

**Appointment Notice**  
**Home Access Required**

Please book your installation appointment within 1 week

Your reference number:

XXXXXXXXXXXXXXXXXX

# Reminder Letter



<Name>  
<Service Unit><Service Ho><Service Street>  
Reference Number: <Notification>

<Today()>

## REMINDER NOTICE WATER METER INSTALLATION PROGRAM

Dear Occupant:

A water meter is now required in every home and business serviced by Stratford Utility. Neptune Technology Group has been contracted by the Town of Stratford to install the water meter at your property.

A meter is necessary to accurately measure your water consumption. Water rates based on actual consumption create equitable billing, encourages water conservation and can help you manage your own household costs based on how much water you use.

This is a **mandatory program in accordance with Bylaw #21**, the Water and Sewer Customer Service Regulation Bylaw. The installation 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 however in unique cases, the property owner may be required to prepare the site in advance, at their cost, to allow access to the water service. 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. *If you have recently booked your appointment with Neptune, please disregard this notice.*

- **BOOK ONLINE** at [watermeterappt.com](http://watermeterappt.com)  
Start online by entering your reference number, which is located on this notice directly below your address details. Instantly view available appointments and book your preferred time slot.
- **Or CALL 1-800-667-4387**  
Call centre hours are Monday to Thursday 8:00 a.m. to 8:00 p.m. and Fridays 8:00 a.m. to 6:00 p.m. Eastern Standard Time.

To prepare for the appointment, please ensure your water shut off valve is accessible. Thank you in advance for your cooperation. To learn more, visit [www.townofstratford.ca](http://www.townofstratford.ca).

On behalf of,

Town of Stratford

# Door Hanger



*Imagine that!*

Your water utility is currently installing water meters in your area for a limited time. Neptune Technology Group is under contract to install your meter.

An appointment is required to complete the work.

Please make an appointment within 24 hours by visiting

[watermeterappt.com](http://watermeterappt.com)

or call

1-800-667-4387



WE VISITED YOUR HOME ON:

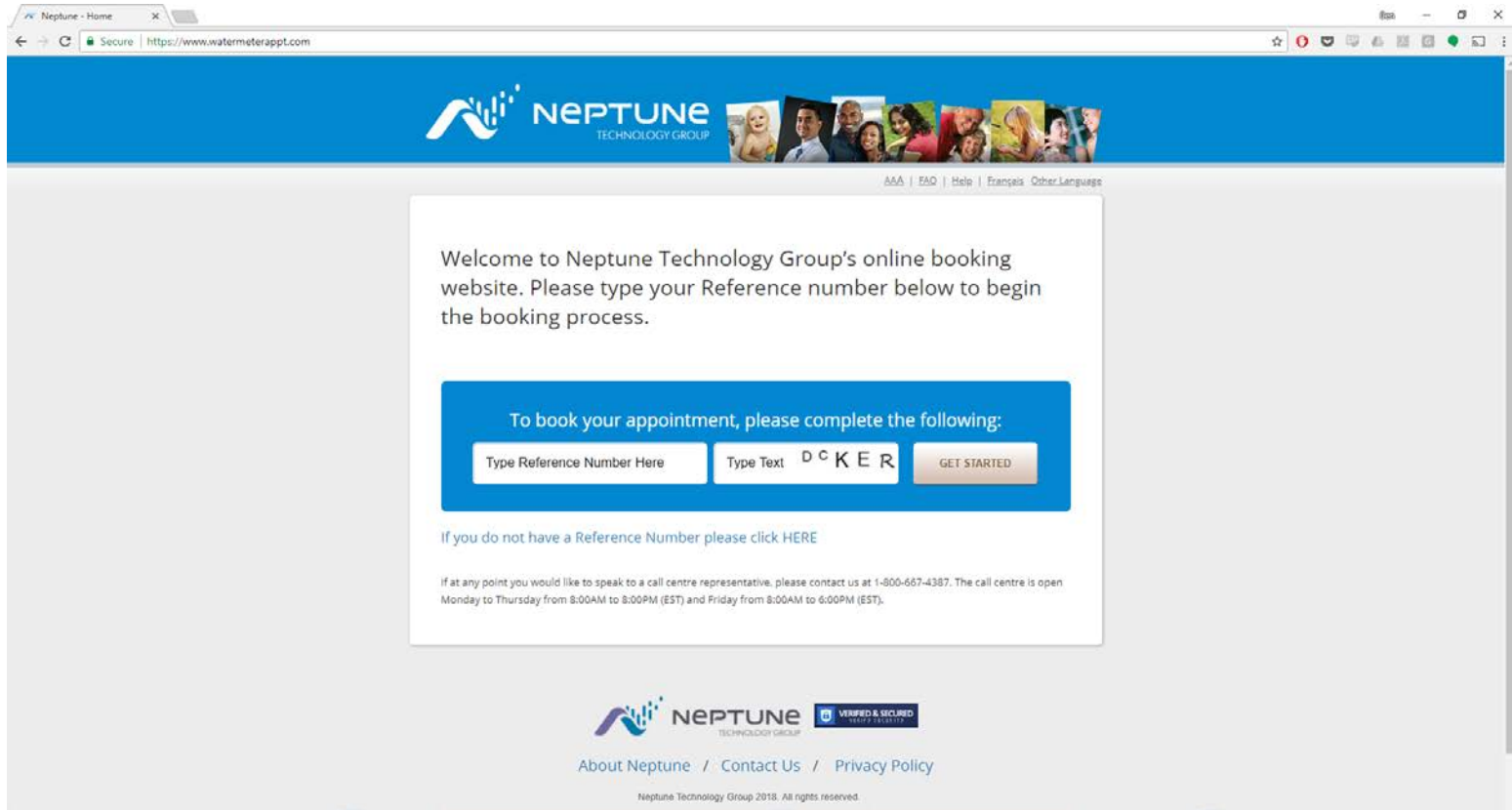
Date: \_\_\_\_\_

Time: \_\_\_\_\_ a.m. | p.m.

**THANK YOU**



# Online Booking



The screenshot shows a web browser window with the URL <https://www.watermeterappt.com>. The page features a blue header with the Neptune Technology Group logo and a collage of diverse people. Below the header, there are navigation links for AAA, FAQ, Help, Français, and Other Language. The main content area contains a welcome message and a booking form.

Welcome to Neptune Technology Group's online booking website. Please type your Reference number below to begin the booking process.

To book your appointment, please complete the following:

Type Reference Number Here	Type Text	D C K E R	GET STARTED
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If you do not have a Reference Number please click [HERE](#)

If at any point you would like to speak to a call centre representative, please contact us at 1-800-667-4387. The call centre is open Monday to Thursday from 8:00AM to 8:00PM (EST) and Friday from 8:00AM to 6:00PM (EST).

NEPTUNE TECHNOLOGY GROUP

VERIFIED & SECURED

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1 CONFIRM ADDRESS    2 PROVIDE DETAILS    3 SELECT TIME    4 CONFIRM APPOINTMENT    5 SUMMARY

## Select Time

9:35

Please select an appointment date using the calendar below. Use the tabs to view availability by your preferred time of day or week. The orange arrows will allow you to view the next or previous two weeks to a maximum of 6 weeks from today's date. If a day is selected while in the "Any Time" or "Weekends" availability views, you will be asked to confirm your preferred time block.

Appointments are scheduled in time blocks. Weekday time blocks are as follows: Morning (8:00AM-12:00PM EST) Afternoon (12:00PM - 4:00PM EST) Evening (4:00PM - 8:00PM EST). Weekend time blocks are as follows: Morning (9:00AM - 1:00PM EST) Afternoon (1:00PM - 6:00PM EST). The installer will arrive at any time within the block you select.

Anytime    Morning    Afternoon    Evening    Weekends

June 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
16	17	18	19	20	21	22
23	24	25	26	27	28	29

BACK



## Summary

Thank you for booking your water meter appointment.

### Important Reminders:

- Installers need inside access to your home
- Installations take 30-90 minutes
- The area around the water meter should be clear
- Someone 18 years of age or older must be present
- Your Neptune installer will always wear an ID badge and be in uniform

Appointment Number:	300093089
When :	Sat, June 29, 2013 in the morning (9:00am - 1:00pm)
Address :	130 HIGH PARK AVE Toronto, ON
Telephone :	122-123-6987
Email :	

EMAIL

PRINT

Add to Calendar



# What Does the Installation Involve?

# Installation

- The installer will arrive at your door during the booked time block
- The installer will have identification and Neptune logo'd uniform
- Someone over the age of 18 needs to be present
- Meter will be located near your main shutoff valve

# Installation

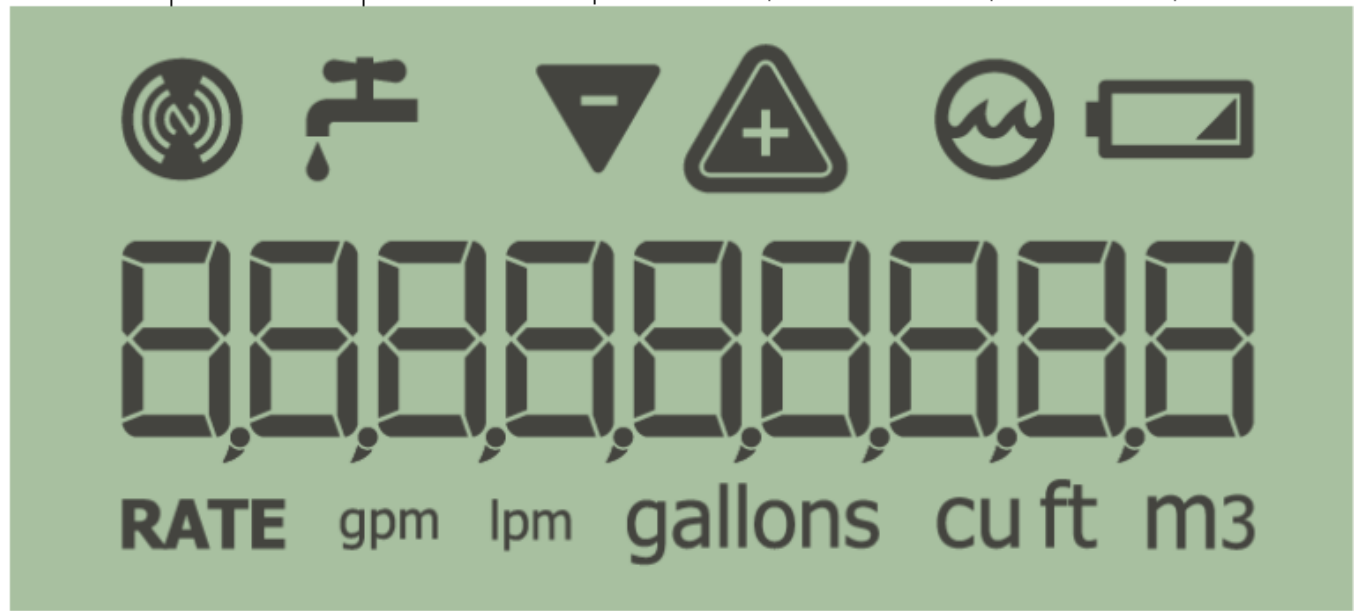
- The installer will describe what work they are going to complete
- Water will be shut off for approximately 45-90 minutes
- You will be asked to sign a mobile device. This is to certify that the work has been completed.

# How Do I Read My Meter?

# Reading the Meter

Neptune Logo    Leak    Reverse Flow    Forward Flow    Empty Pipe    Low Battery

+  
Warning for excessive flow



Rate and units



Cumulative Units



Questions?



**NEPTUNE**  
TECHNOLOGY GROUP

**#winyourday**