



MEDIA RELEASE

North Perth announces water meter upgrade project with Neptune Technology Group

March 15, 2023 – The Municipality of North Perth will soon begin installing new water meters as part of a major upgrade project. The new meters, along with a new reading collection system, will collect faster, near real-time information about individual water consumption. This will enable customers to manage and conserve water use and help detect water leaks within individual properties.

“The majority of North Perth water meters are reaching the end of their lifecycle, which presents an opportunity to upgrade to more efficient infrastructure that will enhance the service customers receive,” says Mark Hackett, Manager of Environmental Services. “There is no charge for the replacement water meter or the installation.”

The new technology promotes water conservation as well as environmental sustainability by eliminating the need for drive by vehicles to collect meter readings.

Installation Process

The installation process requires property owners to book a meter upgrade appointment. Neptune Technology Group has been contracted to install meters on behalf of the Municipality of North Perth over the next six months. Beginning in April 2023, work will take place systematically. As Neptune progresses into new neighbourhoods, customers will receive a pamphlet with information on booking an appointment.

Once an appointment has been set up, a Neptune Technology Group technician will upgrade the water meter inside the home/business and install a new radio transmitter on the exterior of the home/business.

Please note that not all water meters are being replaced as part of this project. Only customers who receive a pamphlet will be required to book an appointment. Meters that are not changed as part of this project are already compatible with the new meter reading technology.

Upcoming Online Services

Later in 2023, after a significant number of properties have had their water meters upgraded, the Municipality will introduce a new online service for water utility customers to access account information. The online service will offer many benefits, including:

- Enhanced water consumption information that can help customers conserve and manage water use
- Improved customer support from municipal staff who will be able to see water use in near real-time
- Leak detection that could help customers save water and money
- More timely meter reads

This new system will also help the Municipality increase efficiency and improve operations through the ability to investigate, diagnose and solve water distribution problems, as well as provide more insight into customer water use. Rollout of the new online service will be communicated in the coming months.

For more information on this project please visit northperth.ca/watermeterproject.

For more information, please contact:

Mark Hackett, Manager of Environmental Services
Municipality of North Perth
P: 519-292-2069
E: mhackett@northperth.ca