



MEDIA RELEASE

North Perth begins water meter upgrade project with Neptune Technology Group

April 21, 2023 – The Municipality of North Perth will begin installing new water meters as part of a major upgrade project on April 24, 2023. 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.”

Neptune Technology Group has been contracted to install the meters over the next six months. The installation process requires property owners to book an appointment for a technician to upgrade the water meter inside the home/business and install a new radio transmitter on the exterior or the building. As Neptune progresses into new neighbourhoods, customers will receive a pamphlet with information on scheduling an appointment.

Within the pamphlet or on the envelope, is a **unique reference number**. This is used for booking appointments online: www.watermeterappt.com/SearchAccount or by calling the Neptune call centre at 1-800-667-4387.

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.

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

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