
MUNICIPALITY OF THE COUNTY OF ANTIGONISH

The County of Antigonish is undergoing a water meter installation program. The water meter program was developed to improve equity and reduce water consumption. Water metering allows residents to pay for the actual amount of water they use, rather than being billed on a tap count/flat rate basis. **Neptune Technology Group** has been contracted by the County to install the water meter at properties serviced by a municipal water utility.

The installation procedure requires approximately 60 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 of the meter.

Neptune Technology Group will be beginning this project in June 2016.

Letters will be sent out to you from Neptune Technology Group regarding booking your appointment to have your water meter installed.

Below is a list of possible Questions and Answers

Q: Do I have to be home for Neptune to install the new water meter?

A: Yes, someone needs to be at the residence while the meter is installed. Before leaving, Neptune staff will review information with you and get a signature confirming the work is complete.

Q: When will I begin to be billed from my meter reading and not the flat charge?

A: For the first year, The Municipality of the County of Antigonish will be gathering the information and ensure the meters are working successfully. This timeframe will be for approximately one year. The tap count/flat rate will continue to be charged for your water bill every two months.

Q: Will Public Works staff need to come in my home to read the meters?

A: Under normal circumstances no. Public Works staff should be able to read your meter remotely.

Q: How will meters affect my bill?

A: Beginning in 2018, billing will be based on consumption rather than a tap-count or flat rate. Once the meters are installed, they will be monitored for one year to ensure new rates are as accurate as possible. Following this year of monitoring the Municipality will make application to the Nova Scotia Utility & Review Board for new consumption-based rates. Until this work is complete we will not know the change to individual bills.

Q: How long will I have to leave the stake in the ground that is used to identify the water shut off?

A: The stake will be removed by Public Works staff at the end of the water meter installation.

Q: Do I have to get a water meter or can I stay with the flat rate?

A: It is mandatory that all water utility customers have a water meter installed.

Q: What happens if I miss the appointment to have my meter installed?

A: In the URB Decision dated June 13, 2015, the Board addressed the matter of missed appointments by Water Utility Customers. In this Order, the Board states that an amount of \$50.00 may be charged for any missed appointments.

Q: Who do I call with questions about the water meter installation?

A: Neptune Technology Group at 1-800-667-4387 or the Municipal Administration Office at 902-863-1117.