

FREQUENTLY ASKED QUESTIONS

Why does my water meter have to be upgraded?

The typical life of a meter is up to 20 years, and they eventually need to be replaced. Also, advances in metering technology make it easier and more efficient to obtain readings.

Do I need an adult present?

An adult of at least 18 years of age must be home for the entire appointment.

Where is my water shutoff valve located?

The water shutoff valve is typically located where your water service line comes into your home. This is usually in your basement.

Who is responsible for maintaining the meter?

The Utility is responsible for any future water meter maintenance, provided you, the owner, take reasonable precaution to prevent any damage to it. It is illegal to tamper with the water meter.

Who do I contact in an emergency situation?

For water meter related emergencies, call Neptune at 1-800-667-4387.

How do I know the meter reading is accurate?

The water meters are factory tested and exceed the standards for accuracy set by the American Water Works Association.

How do I recognize my water meter technician?

Every authorized Neptune technician is uniformed and carries identification, including name, picture, and ID number.

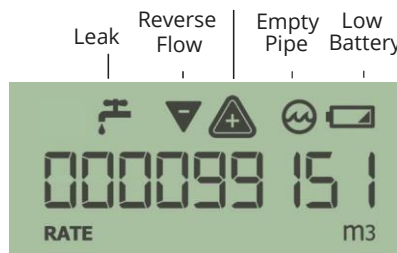
GETTING TO KNOW YOUR NEW METER

The Utility will read your meter for billing purposes. If you wish to monitor your own consumption, here's how:

- The display will rotate between the flow rate, total consumption, and water temperature every few seconds.
- To measure water consumption, take a reading at a set time of the day.
 - Take a second reading at the same time the next day.
 - The difference between the two readings is your daily water use for that day.
- Water temperature display:



Forward Flow + Warning for Excessive Flow



LEAK INDICATOR

Displays a Possible Leak

OFF: Indicates that there are no leaks

Flashing: Indicates water usage for at least 50% of the 15-minute intervals during the previous 24-hour period

Continuous ON: Indicates water usage for all 15-minute intervals during the previous 24-hour period

FLOW INDICATOR

Displays Direction of Water Flow

ON: Water in use

OFF: Water not in use

▼ : Indicates Reverse Flow

▲ : Indicates Forward Flow

LCD Display

The 9 digit LCD displays your meter reading in cubic metres.

1 cubic metre = 1,000 litres

The last four digits of the reading are decimal points. In the example above, the meter reading is 9.9151 cubic metres.