INSTALLING YOUR WATER METER

Hamilton

REQUEST YOUR METER INSTALLATION

1. Please call Neptune Technology Group, the City of Hamilton's meter contractor, at 1-800-667-4387 to schedule your meter and touch pad installation.

2. If Neptune Technology Group reports that they do not have your meter installation work order on file, email the new build address and permit # to meteroperations@hamilton.ca

3. Within 2 business days, Meter Operations will send you a reply with your work order number and the required next steps.

4. Have meter installation completed by Neptune Technology Group. If the site is not prepared for the meter installation, a service call fee will be applicable.

5. If a water meter is not installed, the final occupancy inspection cannot be completed.

touch pad

water meter

PW-WW-CS-CE-V-008-048 rev4

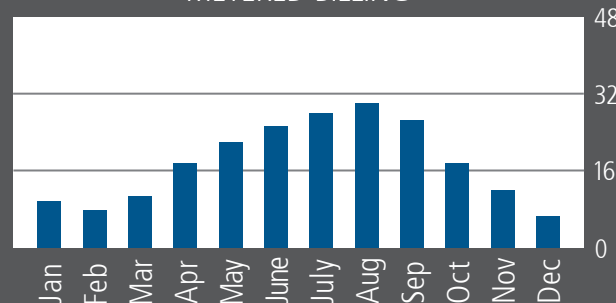## METER INSTALLATION AND WATER RATES

All residential property owners are responsible to pay current water rates once the property is hooked up to a city water main. Properties serviced with city water are required to have a water meter installed prior to final occupancy inspection.

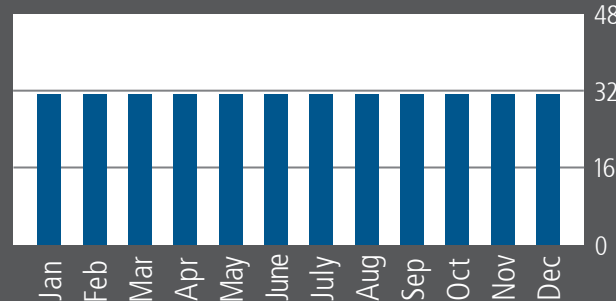Billing will commence on the date of the first insulation inspection in one of the following manners:

a) Metered – If a meter is installed, the billing will reflect actual water consumption.

b) Unmetered – If a meter is not installed, billing will occur on a flat rate basis (1 cubic metre per day) until the meter has been installed.

To avoid unmetered flat rate billings, please ensure that the water meter has been installed before you or your contractor requests an insulation inspection.

METERED BILLING

Jan Feb Mar Apr May June July Aug Sep Oct Nov Dec — 0, 16, 32, 48

FLAT RATE BILLING

Jan Feb Mar Apr May June July Aug Sep Oct Nov Dec — 0, 16, 32, 48

OWNERSHIP OF WATER METER AND YOUR RESPONSIBILITY

Water meters are owned, installed and maintained by the City of Hamilton. It is a violation of the Waterworks By-law for anyone other than an authorized representative of the City to remove, repair or replace water meters in the City of Hamilton. Owners and contractors are responsible to protect all plumbing, including the water meter, from freezing. Visit hamilton.ca/frozenpipes for tips to reduce the risk of frozen pipes.