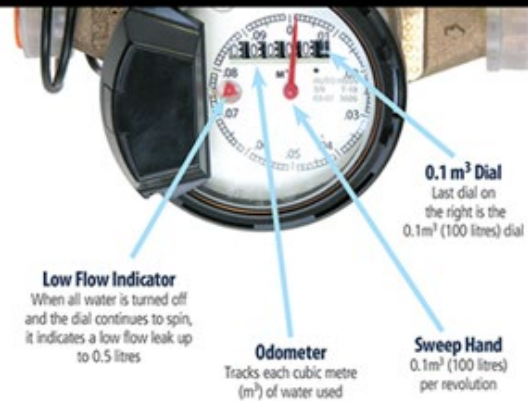


2. Turn a tap on and run the water slowly. Look at the low flow indicator and observe it rotating. Turn the tap off.
3. Check around the house to ensure that you are not using water. Turn off all taps, do not use any water and check to ensure outside hoses are turned off.
4. Go back to the water meter and observe the low flow indicator; it should not be rotating.
5. If the low flow indicator is not rotating, you do not have a leak.
6. If the low flow indicator is rotating, you may have a leak.

You may wish to contact a qualified tradesperson to help you find and repair any leaks.



➦ [Check your toilet for leaks](#)

➦ [Check for leaking faucets or pipes](#)

➦ [Check for leaking appliances](#)

Turn off your water while you are away on vacation

Avoid a high water bill from an unexpected leak by turning off your water before you go away.

Shut off the inside water supply if your house is going to be unoccupied for any length of time, even if it is only for a weekend, except where water is used for heating.

Close the inside building control shut-off valve and open faucets to relieve pressure in the lines. If there is no shut-off valve, close the water supply to toilets, sinks, tubs and washing machines that often have individual shut-off valves.

If your property will be vacant for 90 days or more, call 905-546-2489 within 24 hours of leaving to arrange for the City to turn your water off at the street.

To arrange for account payments while you are away, call Alectra Utilities Customer Service at 905-522-9200.

Second Notice - Water Meter Repair or Replacement Program

Dear Customer,

This is an important reminder notice about your water service. Your water meter needs repair or replacement. There is **no charge** for this work.

The City of Hamilton and their water meter contractor, Neptune Technology Group, have previously attempted to contact you to replace your water meter, as part of the City of Hamilton's Water Meter Maintenance Program. Under the Waterworks By-law No. 884-026, the Owner or Occupant with an existing water meter must allow access to the water meter for inspection or servicing. **Failure to do so may result in you being invoiced at two times the non-metered rate for the property.**

Please contact Neptune to book an appointment immediately. If you have recently booked your appointment with Neptune to have your water meter replaced, we thank you and we ask that you please disregard this notice.

THE PROCESS:

Step 1: To book your appointment, call (toll free) **1-800-667-4387** or book online at watermeterappt.com. Start online by entering your reference number to begin booking your appointment. Your reference number is located on this notice directly below your address details. Instantly view available appointments and book your preferred time slot. An adult of at least 18 years of age must be present during the time of the appointment. At the time of booking, a confirmation with your appointment details may be emailed to you. Neptune's service technicians work Monday to Friday 8:00 a.m. to 8:00 p.m. and Saturday from 9:00 a.m. to 6:00 p.m.

Step 2: Before the service technician arrives, please ensure the area around your water meter is clear and accessible. If possible, check that your main water shut-off valve to ensure it is working.

Step 3: Neptune's service technician will arrive for the scheduled appointment wearing a uniform and will provide identification.

If you have any questions at any time during this process, please feel free to contact either Neptune Technology or the City of Hamilton using the contact information below. Your assistance in completing this important work is very much appreciated.

Yours truly,

City of Hamilton
Public Works - Hamilton Water
Tel: 905-546-2489

Neptune Technology Group Canada Co.
Tel: 1-800-667-4387

*For Water
We still need
to have our
meter changed
as it is over
38 years old.
Condo after
COVID.*

