

## BOOK YOUR APPOINTMENT

Book a convenient time for your appointment by:

- 1 Visiting the **ICONIX** website:  
[iconixww.com/centrehastings](http://iconixww.com/centrehastings)
- 2 Calling **ICONIX** at 1.877.256.4763
  - Monday to Friday: 8am-5pm
  - Saturday: 9am-5pm

You will need to provide:

- Your account number (found on the front of this brochure)
- Up-to-date contact information for the residence or business.

Meter installations will take place:  
(Book right away for best availability!)

- Monday: 8am to 2pm
- Tuesday to Friday: 8am to 8pm
- Saturday: 8am to 2pm



## OUR COMMITMENT TO YOUR SAFETY

Centre Hastings is committed to your safety. The following safety protocols will be followed during the water meter upgrade process:

- Pre-screening of owners upon booking your appointment and by the technician before entering the premises
- Daily screening of technicians before commencing the day
- Minimizing the interaction between the technician and owner
- Maintaining social distancing during the installation
- Wearing of personal protective equipment, including wearing a mask, disposable gloves and eye protection
- Use of disinfectants and hand sanitizers before, during and after installations
- All COVID-19 safety protocols in place

### FOR MORE INFORMATION:

- Municipality of Centre Hastings:  
[www.centrehastings.com/water-meters](http://www.centrehastings.com/water-meters)



# WATER METER RETROFIT PROGRAM



## APPOINTMENT NOTICE:

**WATER METER ACCESS IS REQUIRED**

**TIME TO BOOK YOUR APPOINTMENT**

Your Account Number:

# YOUR WATER METER IS GETTING AN UPGRADE

The Municipality of Centre Hastings is launching a program to retrofit water meters in every home and business as part of a mandatory program to modernize technology, improve operations, reduce maintenance activities, and enhance customer service to the public.

Beginning in the spring of 2021, the project is targeted to be completed by September 2021 to minimize disruption to customers.



Centre Hastings staff will be looking after the retrofit project and will be the technicians completing the necessary work.

## BENEFITS

The retrofit offers many operational efficiencies related to the process of reading water meters:

- Improves meter accuracy
- Minimizes estimated bills
- Reduces maintenance
- Eliminates the need for a technician to access your property to manually read your meter
- Provides access to timely, reliable, and more accurate data

## PREPARING FOR THE INSTALLATION

Centre Hastings staff will require access to your existing water meter and main shut-off valve, which is typically located where your water service line comes into your premises.

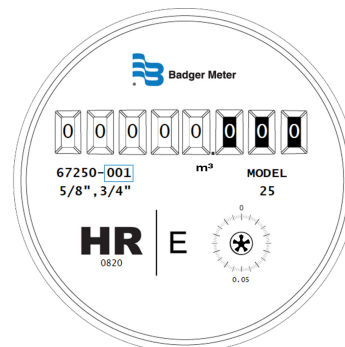
- Clear the area around your main shut-off
- Ensure your water meter is accessible
- Ensure an adult (18+ years old) is available to provide access and sign-off on completion

Installations take approximately 45 minutes to complete depending on the requirements of the particular residence or business.

## GETTING TO KNOW YOUR METER

Meter readers will no longer require access to your property to read your meter. Readings are taken remotely via a transmitter.

If you would like to monitor your water usage, lift the lid on your water meter to view the dial face. Take a reading at a set time each day. The difference between the two readings is your 24-hour water consumption. If the black star shaped dial is moving when all your water fixtures are turned off, you may have a leak.



## FREQUENTLY ASKED QUESTIONS

**Why are meters being retrofitted or replaced?**

The typical life of a water meter is 10 to 20 years, and like most mechanical devices, they eventually need to be replaced.

**Who will pay for my new meter?**

The Municipality is responsible for the cost of the new meters and installation, provided that you take reasonable precaution to prevent any damage to it. It is illegal to tamper with your water meter.

**Can I opt out of the installation?**

Under the Municipal Water By-Law, it is mandatory to participate in this program as your property or business is connected to the municipal water service.

**How can I identify my technician?**

Centre Hastings staff/technicians:

- Will carry an ID badge
- Will drive vehicles with the Centre Hastings logo
- Will not ask for any form of payment from customers

**Can I do the installation myself?**

No. Centre Hastings staff/technicians are professionally trained to complete installations and retrofits.

HASTINGS

*Centre Hastings*

COUNTY