



April 7, 2021

Dear Property Owner(s)/Occupant(s):

RE: Water Meter Retrofit Program COMING SOON

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 our technology. New equipment improves meter accuracy and offers many operational efficiencies related to the process of reading water meters, minimizing estimated bills, and reducing maintenance while eliminating the need for a technician to access your property to manually read the meter. The upgraded technology offers many benefits, including enhanced customer service. Access to timely, reliable, and more accurate data will assist the Municipality in serving the public in a more efficient manner. **This retrofit is at no cost to you.**

Commitment to your safety

The Municipality of Centre Hastings and ICONIX Waterworks are committed to your safety. The following safety protocols will be followed during the water meter retrofit 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

When will this be taking place?

The new equipment is being installed beginning in June 2021 and is expected to be completed by September 2021. **When the Municipality is ready to rollout this program, you will receive a notification in the mail from ICONIX Waterworks containing important, mandatory information on how to book an appointment that is most convenient for you.**

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What do I need to do?

In order to complete your retrofit installation, Centre Hastings staff/technicians will require:

- Clear access to your main water shut-off valve, which is typically located where the water service comes into your house
- Clear access to your existing water meter
- Ensure an adult (18+ years old) is present during the installation to provide access and answer questions

How long will the installation take?

Installations take approximately 45 minutes depending on the requirements of the particular residence or business. **During this time, water will still be available.**

Where can I find more information?

To learn about the program and what to expect, visit:

- Municipality of Centre Hastings website: www.centrehastings.com/water

We look forward to a successful project and we thank you in advance for your cooperation and support.

When the Municipality is ready to rollout this program, you will receive a notification in the mail from ICONIX Waterworks containing important, mandatory information on how to book an appointment that is most convenient for you.

Sincerely,

Water and Wastewater Division
Municipality of Centre Hastings