



The Rural Municipality of West St. Paul

Water Meter Installation Project

ABOUT THE PROGRAM: The program involves installing new water meters, which include new meter-reading devices (radio transmitters). The radio transmitter is contained within the water meter, eliminating the need to run wires or fastening remotes to your walls.

The transmitter will allow the Rural Municipality to read your water meter from the street, thereby preserving your privacy and eliminating the need to walk across your property or gain access to your home to read the meter.

Under **Bylaw # 2015-13**, it is mandatory for all property owners connected to the municipal waste water system to participate in the water meter installation project.

PRIOR TO THE INSTALLATION: The meter needs to be accessible, therefore prior to the installation appointment, please ensure to clear an area of at least 16" wide by 16" around your shut-off valve. This should be located where the water service comes into your house.

THE INSTALLATION: Neptune installers are uniformed, highly skilled, and carry proper program identification to ensure a professional installation.

An adult at least 18 years of age must be home at all times during the installation. This person will be asked to verify and sign the service order as confirmation of the work completed. With the exception of any necessary modifications, a standard water meter installation typically takes approximately 1.5 hours.

FREQUENTLY ASKED QUESTIONS:

How do I get started?

Once you receive your information booklet in the mail, use the reference number provided to book online at weststpaulwatermeters.ca or call 1-800-667-4387 to speak to a live operator.

What is the deadline for booking appointments?

To ensure timely program completion, you must book online or call to schedule an appointment within 2 weeks of receiving your booklet.

FREQUENTLY ASKED QUESTIONS:

Do I have to pay for the meter?

Yes. The Rural Municipality will invoice you for the meter once you have sewer service. For more information, please visit the Rural Municipality's website at www.weststpaul.com or call 204-338-0306 between 9 AM and 4:30 PM local time.

What do I do if I get a high wastewater bill?

Your bill reflects household consumption. However, it is recommended that you check your inside plumbing for any potential leaks (i.e. running toilets or dripping taps.)

Who is responsible for maintaining the meter?

The Rural Municipality is responsible for future maintenance provided you take reasonable precautions to prevent damage. As with a hydro meter, it is illegal to tamper with the water meter. If service is required, Rural Municipality staff may be required to enter the home to conduct inspections.

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.

Who do I contact in the case of an emergency?

For water meter related emergencies during the installation period, please call 1-800-667-4387. For all sewer related emergencies, please contact 204-338-0306.

Water Conservation Tips:

- **R**educing your water use is as simple as turning off the faucet tap while brushing your teeth and operating the dishwashers or the washing machine with full loads.
 - **R**epair leaks as soon as you find them. Leaky taps and toilets can cost you money.
- **R**etrofit: Install faucet aerators and replace an old showerhead with a low-flow aerator model or replace an old toilet with an ultra-low flush model. With upgraded models, waters used in the bathroom can be reduced by up to 50%.