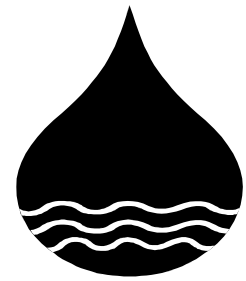




Town of Antigonish

Water Utility

274 Main St.
Antigonish, Nova Scotia



Water-Metering Program

Frequently Asked Questions

Approved by Town Council in 2002, the Town has since required water meters to be installed at all new construction sites, and when renovations occur. As a part of the Town's Water Utility Regulations, the Utility will be undertaking the completion of it's water metering program for all it's customers.

1

What is the next phase of the Town's Universal Water-Metering Program?

The next phase of the **Town's Universal Water-Metering Program** is the installation of approximately 1,100 water meters such that all customers of the **Town of Antigonish Water Utility** are billed based on actual consumption.

2

Who will have a water meter installed?

All customers of the **Town's Water Utility** who are currently billed on a flat rate system will be required to install water meters. Once the meter is installed, the customer's bill will be based on a billing system that reflects actual consumption totals.

3

How much will the installation cost?

Through the **Town's Water-Metering Program**, the **Town of Antigonish** will supply and install each water meter at no cost to the property owner.

4

Who will be installing these water meters?

The **Town of Antigonish** has contracted **Neptune Technology Group** to carry out the installation of 1,100 water meters in our community. **Neptune** is the most experienced water meter installation company in Canada. The meters will be installed on an area-by-area basis, which makes it imperative for you to **schedule an installation** when Neptune is in your area. Someone at least 18 years of age must be home in order for **Neptune** to enter your house when installing your water meter.

Water-Metering Program

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How will Neptune installers be identified?

Neptune's installation crew consists of certified local plumbers who will be wearing uniforms and picture ID upon arrival.

6

What steps can I take to make the installation process go as smooth as possible?

There are a number of measures you can take to make the installation process proceed in a smooth manner. Neptune asks that you:

1. Locate your main shut-off valve and test to see if it is working properly.
2. Clear out an area large enough so there will be no interference when the plumber is installing your water meter.
3. Insure an area of 12" x 6.5" x 6" is clear immediately downstream of your main shut-off valve. This is where your new water meter will go.

7

My new water meter has been installed. What should I expect in terms of a bill?

Beginning in September 2009, the **Town of Antigonish Water Utility** will change from a flat rate billing system, to a billing system based on actual consumption. Every three months, each customer will receive a bill that reflects usage over the previous three month period.

8

What are the Water Utility's rates?

The **Town of Antigonish Water Utility** rates include:

- A quarterly system access fee of \$41.07 for your installed 5/8" meter.
- A consumption rate of \$1.83 per 1,000 gallons used per quarter for the first 750,000 gallons.
- A consumption rate of \$1.42 per 1,000 gallons used per quarter for all additional gallons used.

9

What are the benefits to water metering?

There are many benefits in having a water meter. These benefits include:

- You are only billed for the water you use. Less usage means a lower bill!
- Water meters help identify leaks and encourage responsible use.
- Reducing water consumption to lower your water bill also helps protect the environment and our resources.

Water-Metering Program

Frequently Asked Questions

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If I have questions about the Town of Antigonish's Universal Water-Metering Program, who can I Contact?

If you have any questions about the **Town of Antigonish's Universal Water-Metering Program**, please call the **Town of Antigonish Hot-line** at 863-4949.