

# FAQs

## Water Meter Replacement Program

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### **I received a notice from Neptune Technology Group to book a water meter replacement appointment. Is the City of Vaughan replacing old water meters?**

The City of Vaughan is undertaking a water meter replacement program where qualifying water meters are being replaced as determined by the City. The City is also updating water meters and meter reading technology to improve the reliability of the reading and billing process.

The water meter replacements will be done by the City's contractor, Neptune Technology Group. There is **no cost to the property owner(s)**, and program participation is **mandatory**.

### **Do I have to participate in the water meter replacement program?**

Yes. Every property in Vaughan that currently receives water from the municipal drinking water system must participate when notified. Completing this replacement or repair is mandatory under the City's [Water By-law 106-2022](#) (PDF).

### **Are there any charges or fees for my water meter replacement?**

No. If the property owner received a water meter replacement notice, there is no cost to them for the water meter replacement.

### **Why did I receive a notice and my neighbour did not?**

The City is only replacing select water meters that have been identified due to operational concerns and/or are older than 20 years. Your neighbour may not require a meter replacement or repair at this time.

### **Do I have to be home to have the water meter replaced?**

Yes. The water meter is located inside the property and is usually found in the basement. The City's contractors will need to enter the property and have direct access to the meter to replace it.

### **Can I replace the water meter myself?**

No. The City has approved Neptune Technology Group to supply, install and replace water meters.

### **What is required to prepare for the appointment?**

Property owners must provide clear and unobstructed access to the water meter, which is typically located in the basement. Any obstructions, such as boxes or stored items, must be cleared before your appointment. A responsible adult (18 years old or older) must be at the residence for the entire water meter appointment.

**My basement is finished, and my water meter is hidden. How will the contractor replace my meter?**

The property owner is responsible for ensuring the City's contractors can access and replace or repair the water meter. Per the [Water By-Law 106-2022](#) (PDF), all water meters must be kept accessible for repairs, maintenance, replacements and readings.

**Will my water bill increase after my water meter is replaced?**

Water meters are installed to record water consumption. If the property's old water meter was under-registering the amount of water used, typically due to the age of the water meter, you might see an increase in consumption. Otherwise, the bill should be as usual.

**How long will the appointment take?**

The appointment will take anywhere from 30 to 60 minutes to complete and your water supply will be shut off briefly.

**How do I book an appointment?**

If you have received a notice from Neptune Technology Group for a water meter replacement, book your appointment online at [watermeterappt.com](http://watermeterappt.com) or by calling 1-800-667-4387 (toll-free). You will need the water meter reference number listed at the top of the notice you received to book an appointment.

**What is the water meter work order number?**

The work order number is unique to your property and is used by both the City and Neptune Technology Group to track the status of the water meter replacement at your property. You will need your water meter work order number to book an appointment. You can find this number at the top of the notice you received.

**What if I am unable to schedule an appointment during the day?**

Neptune Technology Group will make every effort to accommodate your schedule.

Neptune Technology Group water meter replacement appointments are scheduled Monday to Friday, from 8 a.m. to 8 p.m. and on Saturdays, from 9 a.m. to 6 p.m.

**Do water meters have to be replaced or can they be repaired?**

Some water meters may be eligible for repair, as determined by the City. If eligible, water meter repairs will be done by the City's contractors, Neptune Technology Group and WAMCO Waterworks, depending on the type of water meter you have in your home. There is **no cost to the property owner(s)**, and program participation is **mandatory**.

If you have received a repair notice from Neptune Technology Group or WAMCO Waterworks with directions to book a water meter repair appointment, please check your notice to confirm the referenced contractor and the booking process within the notice.

For a water meter repair appointment with Neptune Technology Group, book your appointment online at [watermeterappt.com](http://watermeterappt.com) or by calling 1-800-667-4387 (toll-free). You will need the water meter reference number listed at the top of the notice you received to book an appointment. Neptune Technology Group water meter repair appointments are scheduled Monday to Friday, from 8 a.m. to 8 p.m. and on Saturdays, from 9 a.m. to 6 p.m.

For a water meter repair appointment with WAMCO Waterworks, book your appointment online at [wamco.as.me](http://wamco.as.me) or by calling 1-833-926-2626 (toll-free). No work order number is needed. WAMCO Waterworks water meter repair appointments are scheduled Monday to Friday from 9 a.m. to 5 p.m.

As a reminder, property owners must provide clear and unobstructed access to the water meter and a responsible adult (18 years old or older) must be at the residence for the entire water meter appointment. The appointment will take anywhere from 30 to 60 minutes to complete, and your water supply may be shut off briefly.