



TOWN OF NEWMARKET:

WATER METER REPLACEMENT PROGRAM GUIDE



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This booklet gives you information on how to book an appointment to have your water meter replaced, what you need to do prior to the appointment and additional information about the Water Meter Replacement Program.

The Town's mandatory Water Meter Replacement Project will improve wireless two-way communications between your water meter and the Town's water meter infrastructure. With improved communications, the Town will be able to:

- Improve water meter reading accuracy,
- Conduct remote water meter readings (in-person readings will no longer be required),
- Provide residents with the future ability to identify leaks and losses within the system before they become a larger issue and
- Provide residents with the future ability to track your water usage through an online portal.



The Water Meter Replacement Program will replace/upgrade water meters for approximately 26,000 households and 1,000 businesses in Newmarket. This program will take place in three phases and will take approximately three years to complete.

The Town's contractor, WAMCO, will visit your home during an appointment scheduled at your convenience, to replace your water meter. Access to your property for this work is a mandatory requirement, in accordance with By-law 2017-49. **There is no cost to the homeowner for this service.**

BOOKING AN APPOINTMENT:

Appointments will be scheduled with all homeowners, at their convenience, so that the water meter can be replaced. Water meters will be installed on an area-by-area basis. We ask that you please book your appointment within seven (7) days of receiving this booklet in the mail.

YOU CAN BOOK AN APPOINTMENT BY:

- Scheduling an appointment online by visiting newmarket.ca/watermeters and navigate to the 'Booking an Appointment' section. (When booking online, please ensure that you are selecting the correct 'zone' as indicated in the water meter notice.)
- Calling WAMCO within seven (7) days of receiving this booklet at **1-833-926-2626**.

PLEASE NOTE:

1. A responsible adult (18 years or older) must be available at your residence for the full duration of the appointment.
2. The appointment should take approximately 30 to 60 minutes, unless unforeseen plumbing modifications are required.
3. Installers are trained to make the plumbing modifications necessary for the water meter change out.
4. Appointments are scheduled within a specified time. If the WAMCO installer is running late to an appointment, they will contact you as soon as possible.

HOW TO BOOK AN APPOINTMENT ONLINE:

1. Visit newmarket.ca/watermeters
2. Navigate to the '**Booking an Appointment**' section of the webpage and find the 'Zone' as indicated on the letter sent to you (usually in the top right hand corner).
3. Click on '**Schedule Appointment**'.
4. Choose a day and time that suits your needs. Please note that appointments are on a first-come first-served basis.
5. Input your personal information such as your name, address, phone number and email address.
6. Click '**Complete Appointment**' once you have verified the information you inputted.
7. You will receive an email confirmation and be reminded one day in advance of your appointment by email and/or text.
8. If you are no longer available for your scheduled appointment date, please call WAMCO at **1-833-926-2626** to reschedule your appointment.

PRIOR TO YOUR APPOINTMENT:

Make sure the area where your water meter is located is clear. Water meters are located inside your home near the main shut-off valve where the water service lines enter your home – usually in the basement. The new water meter will require an area about 14 inches wide, 14 inches high and 6 inches deep. This will allow space for the new water meter and any necessary plumbing fittings.

If you have a finished basement and the water meter is located behind drywall or a panel, the WAMCO installer will cut a small section to gain access to the main shut-off valve, or if you prefer, you can cut it yourself. After the water meter is installed, the property owner can choose to cover the hole. Please note that the water meter may require maintenance in the future, therefore the hole cannot be permanently covered.

APPOINTMENT DAY:

On your appointment day, a WAMCO installer will carry photo ID identifying themselves as contractors on contract with the Town of Newmarket. Installers will also have WAMCO uniforms. Their vehicles will also have proper identification with the both the Town of Newmarket and WAMCO logos.



WAMCO installers have received the proper training and certification necessary to perform water meter installations within the Province of Ontario. When the replacement is complete, the installer will ask you to sign a work order to confirm that the replacement was performed.

The appointment will take approximately 30 to 60 minutes to complete. During this time, the WAMCO installer will:

- Remove the existing water meter and install a new water meter inside the home.
- Install an outside water meter reader (radio read box) over the existing reader, usually located outside your home. If an outside water meter reader does not exist, WAMCO will install one for you. This will be done by running a wire from the inside water meter to the outside water meter reader. An outside reader will allow the Town to read your water meter remotely, eliminating the need to visit your home.

Once the proper installations have been made, the Town will then be able to read your water meter remotely and provide more accurate readings for water use.

For more information, visit newmarket.ca/watermeters

COVID-19 SAFETY MEASURES:

WAMCO installers follow all health and safety guidelines set out by the Province of Ontario. If you would like the installer to wear a mask during the appointment, please let the installer know.

FREQUENTLY ASKED QUESTIONS:

Is there a deadline to have your water meter replaced?

We are requesting that you **book your appointment within seven (7) days** of receiving this booklet. It is best to have the installation done while the WAMCO installers are still working in your area. Book today to ensure that you receive your preferred day and time for the appointment.

Can I replace the water meter myself?

For warranty reasons and to ensure accuracy, the Town of Newmarket's contractor, WAMCO, is the only supplier allowed to install water meters in the Town of Newmarket.

Will this appointment cost me anything?

There is no cost to the property owner to replace their water meter.

Will the new meter result in a change in my water bill?

New water meters may result in a change in your water bill due to water usage being measured more accurately.

Who maintains the water meter?

The Town of Newmarket will maintain the water meter at no cost.

How do I read my water meter to ensure accuracy?

Take a reading of your water meter at a set time during the day and another reading at the same time on the following day. The difference between the two readings is the volume of water you used over that 24-hour period. Numbers left of the decimal are full cubic meters.

Will the new meter affect my water pressure or water quality?

You may experience a slight increase in flow and pressure after receiving the new meter because the new meter has no moving parts or restrictions. Due to years of iron build up, you may wish to remove all aerators and screens on taps and shower heads and flush your plumbing to clear the lines.

Who do I call if I have any water meter related issues after the installation?

Please call WAMCO at **1-833-926-2626** as soon as possible for water meter related issues, or the Town of Newmarket at **905-895-5193**. For service after hours, call **905-895-5193** and **press 3**.