



Neptune Technology Group
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Town of Lunenburg Water Utility Message

In an effort to improve delivery and aid in conservation, a water meter is now required in every home and business serviced by the Town of Lunenburg Water Utility. Neptune Technology Group has been contracted by the Town of Lunenburg Water Utility to install the new water meters, the installation process will begin January 2026. All **Water Utility Customers will receive a letter** from Neptune Technology Group outlining the installation process and instructions on setting up an appointment.

This is a mandatory program, as water meters are necessary to accurately measure water consumption.

The installation procedure requires 30-90 minutes to complete, during which time the water will be shut off for a brief period. An adult of at least 18 years of age must be home for the entire appointment. There is no charge for the meter or the installation. For your convenience, appointments are available Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturdays from 9:00 a.m. to 6:00 p.m.

FREQUENTLY ASKED QUESTIONS

What is the deadline for booking appointments?

Upon receipt of your letter from Neptune Technology Group, we ask that you **promptly** contact them to set up an appointment for the connection of your meter, all contact details will be outlined in your letter.

What is the metered water rate?

A Residential Metered Rate has not yet been approved for the Water Utility and flat rate billing will continue for residential users until a Residential Metered Rate is approved. Customers will be given advance notice of any change to Residential Metered Rates.

Commercial customers shall continue to be billed as specified in the Water Utility Rules and Regulations.

Do I have to pay for the meter?

There is no charge for the meter or the installation during the installation process.

Who is responsible for maintaining the meter?

The Water Utility is responsible for any future water meter maintenance. Reasonable precautions need to be taken by you, the owner, to prevent any damage to it. It is illegal to tamper with the water meter.

How do I recognize my water meter technician?

Every authorized Neptune technician is uniformed and carries identification, including name, picture, and ID number.

Please forward any questions to: waterutility@townoflunenburg.ca

Additional information can also be found by visiting the Town's website at www.townoflunenburg.ca