

It's time to book your appointment

KTI Utility Services technicians are now in your area for a limited time. The installation typically requires 30-90 minutes to complete and there will be no charge to you for the work performed.

Book Online

Brantford.ca/watermeter

Call KTI Utility Services

1-833-543-8807

Monday to Friday 8am-8pm

Saturday 9am-5pm

What you need to book

1. Your online booking access code.
2. Up-to-date contact information (for your residence or business).



ACTION REQUIRED:
Please book your appointment within
2 weeks of receiving this notice.

KTI Utility Services
33 Isaacson Cres, Aurora, ON
L4G 0A4 Canada

«Billing_Name»
«Billing_civic_number» «Billing_Street_Address»
«Billing_City», «Billing_Province»
«Billing_Postal_Code»

Water Meter Upgrade Project

Appointment Notice: Home access required



Please book your installation appointment within two weeks.

Book your appointment online at
Brantford.ca/WaterMeter

Water Meter Upgrade Project

The City of Brantford is excited to launch a program to upgrade water meters in every home and business as part of a mandatory project to modernize technology and offer enhanced customer service.

Beginning in 2024, the project will roll out on a ward-by-ward basis. The project is targeted to be completed by late 2025.

KTI Utility Services is the City's authorized contractor for the project. Technicians are now in your area.

It is time to book your appointment



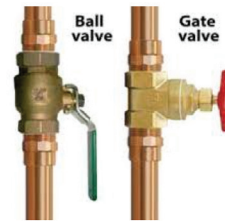
How to identify my technician?

- KTI uniform with City issued ID badge
- Vehicles with the KTI Utility Services name and logo
- KTI will not ask for any form of payment from customers.

Preparing for Installation

KTI Utility Services will require access to your existing water meter and main shut-off valve, which is typically located where your water service line comes into your property.

- ✓ Clear the area around your main shut-off
- ✓ Ensure your water meter is accessible
- ✓ Ensure an adult (18+ years old) is available to provide access and sign-off on completion



Installations take approximately 30-90 minutes to complete depending on the requirements of the particular residence or business. Your water may be briefly shut off.

Benefits of the upgraded water meter

The water meter upgrade offers many customer service benefits:

- The City's online web portal provides access to hourly usage information with alerts for detection of leaks and unexpected high usage
- Reduces estimated bills
- Improves meter accuracy
- Eliminates the need for a technician to access your property to read the meter manually

Frequently Asked Questions

Why are meters being upgraded?

The typical life of a water meter is 10 to 20 years, and like most mechanical devices, they eventually need to be replaced.

Who will pay for my new water meter?

The City is responsible for the cost of the new meter and installation.

Can I opt out of the installation?

Under City By-law, it is mandatory to participate in this program.

What should I look for after the installation?

If a leak were to happen, it would typically occur within the first 24 hours following the installation. Property owners are encouraged to check their meter and contact KTI Utility Services if a problem is detected at 1-833-543-8807.

Who should I contact if I have any concerns?

For concerns related to the water meter upgrade project, please contact KTI Utility Services at 1-833-543-8807



Brantford.ca/WaterMeter | 1-833-543-8807

