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## Water Meter Upgrade Project

The City of Brantford is excited to announce a significant upgrade to our water meter system! As part of our commitment to providing you with the best services, Brantford is implementing a mandatory water meter upgrade project. This upgrade will bring numerous benefits, including accurate billing, water conservation, and improved service quality.

### Why do we need to upgrade?

The City is upgrading and replacing more than 35,000 water meters as part of a comprehensive program. The typical life of a water meter is 10 to 20 years, and like most mechanical devices, they eventually need to be replaced.

The new water meters use modern technology that increases reading accuracy and minimizes estimated bills, while eliminating the need for a technician to access your property to manually read the meter.

### Enhancing our service

Brantford residents and businesses will be able to access their hourly water usage, billing, alerts and notifications through the City's online web portal. Access to hourly water usage allows for early detection of leaks and unexpected high water usage.

## What you can expect

Meter upgrades will start in **XXXX 20xx**. When technicians are in your area, you will receive a notification in the mail containing important information on how to book an appointment at a time convenient for you. The installation typically requires 30-90 minutes to complete and there will be no charge for the work completed or the material installed.

### Authorized installation company

The City has hired KTI Utility Services to carry out the installations. KTI technicians can be identified by a KTI uniform with identification badge.



### Public open house

Join us at a Water Meter Upgrade Project Open House to learn more about the project and ask questions of City staff.

Date and time \_\_\_\_\_

Location \_\_\_\_\_

We appreciate your cooperation as we work to improve our water meter system.

For more information on the program, please visit [Brantford.ca/WaterMeter](http://Brantford.ca/WaterMeter)