

# Water Metering Program

Town of Pictou  
Water Utility  
40 Water St.  
Pictou, Nova Scotia



*Birthplace of New Scotland*

## Frequently Asked Questions

On May 21, 2013 the Nova Scotia Utility and Review Board granted the Town of Pictou approval to purchase and install residential and commercial water meters for all customers served by the Water Utility. The installations will be taking place between September 2013 and January 2014. Please visit the Town Office, 40 Water Street, or check the Town's website at [www.townofpictou.ca](http://www.townofpictou.ca) for additional information including when water meters will be installed in your area of Town.

**1**

### **Why Install Water Meters?**

The Town of Pictou Water Utility operates at present on thirteen wells. The amount of water pumped from these wells is controlled through a water withdrawal permit issued by Nova Scotia Environment. At times, our water usage approaches the upper limit set out in the permit. Meters are useful in helping reduce water production by providing the Utility with a means to more quickly identify system leaks. Meters also help customers conserve usage by tracking the amount of water used during each billing period. As you may be aware, a centralized water treatment plant will be constructed within a couple of years to minimize water discoloration. It is anticipated that additional water will be required to assist in the operation of filters within the new water treatment plant.

It is expected that meters will help the Utility reduce water production by 15 to 20 percent.

**2**

### **Who will have a water meter installed?**

All customers of the Town's Water Utility will have water meters installed. This is a mandatory program. The intent of the water meter program is aid in quickly identifying leaks in the system and to promote more responsible and sustainable use of the water by the Utility and its customers.

**3**

### **Who will be installing these water meters?**

The Town of Pictou has contracted Neptune Technology Group to carry out the installation of 1,400 water meters in our community. The meters will be installed on a scheduled area-by-area basis within the Town. It is important for you to schedule an installation when Neptune is in your area. Please check the Town website ([www.townofpictou.ca](http://www.townofpictou.ca)) or contact the Town Office for more information. Please be advised that someone 18 years of age or older must be on-site in order for Neptune to complete the water meter installation.

Neptune will be forwarding more specific information directly to customers on how to schedule appointments.

**4**

### **How will Neptune installers be identified?**

Neptune's installation crew is comprised with certified Neptune water meter installers who will be in uniform and carrying a company issued photo ID.

## 5

### **What steps can I take to make the installation process go as smooth as possible?**

There are a number of measures you can take to make installation proceed smoothly. Neptune asks that you:

- Locate your main shut-off valve and test to see if it is working properly.
- Clear out an area close to the main shut-off valve that is large enough so there will be no interference when the plumber is installing your water meter.
- Ensure an area of 12" x 6.5" x 6" is clear immediately downstream of your main shut-off valve. In most cases this is where your new water meter will be located.

Please check the Town website ([www.townofpictou.ca](http://www.townofpictou.ca)) for more information.

## 6

### **How much will the installation cost?**

The Town of Pictou will supply and install each water meter at no direct cost to the property owner. It is the owner's responsibility to ensure the meter is not damaged or vandalized. The majority of funding for this project comes from federal and provincial government funding programs.

## 7

### **After the new water meter has been installed what should I expect in terms of a bill?**

The Town will continue to bill its residential customers on a quarterly flat rate basis. A shadow (or sample) bill will also be included to provide the customers information on their water consumption. The shadow bill will allow customers to correct plumbing or fixtures that may be leaking. Once the water treatment plant is constructed, residential customers will be billed based on their water consumption. Commercial customers will continue to be billed on metered rates.

## 8

### **If I have questions about the Town of Pictou's Water-Metering Program who can I contact?**

If you have any questions about the Town of Pictou's Water-Metering Program please check the Town website ([www.townofpictou.ca](http://www.townofpictou.ca)) for more information or contact the Town Office at 485-4372.

