

Project Overview

We are excited to announce a major upgrade to the water metering system in the City of Brantford!

- As part of our commitment to providing the best services to our customers, we are implementing a mandatory Water Meter Upgrade Project.
- Upgrading more than 35,000 water meters located in various residential, industrial, commercial and institutional properties, one ward at a time.
- Transitioning to an integrated system of water meters, radio transmitters, data collectors and software that enables automatic collection of water meter readings.

Benefits

Minimize
estimated
readings



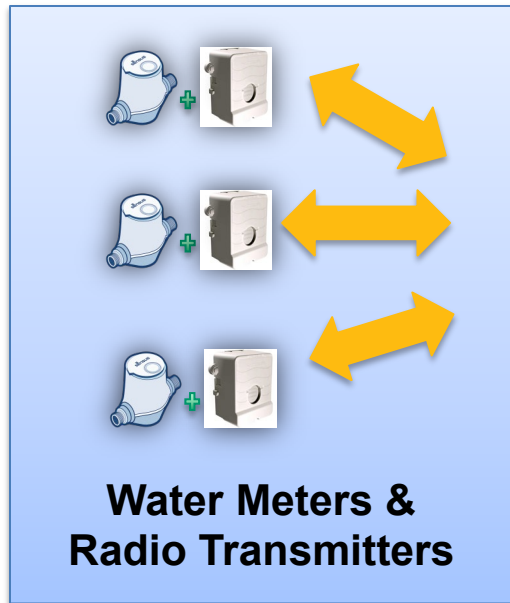
Quickly identify
leaks and avoid
high water bills



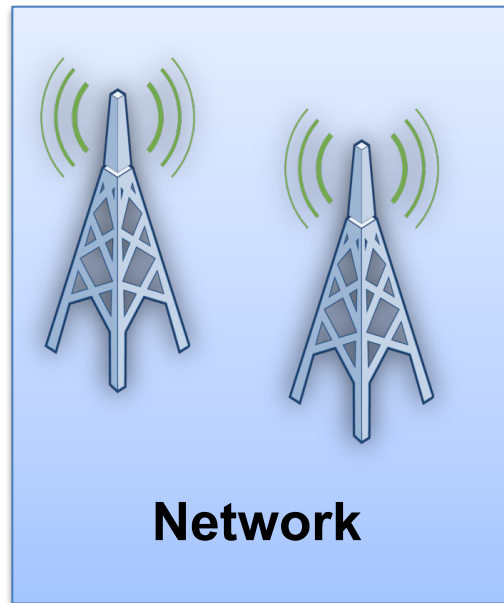
Track and
plan future
water usage



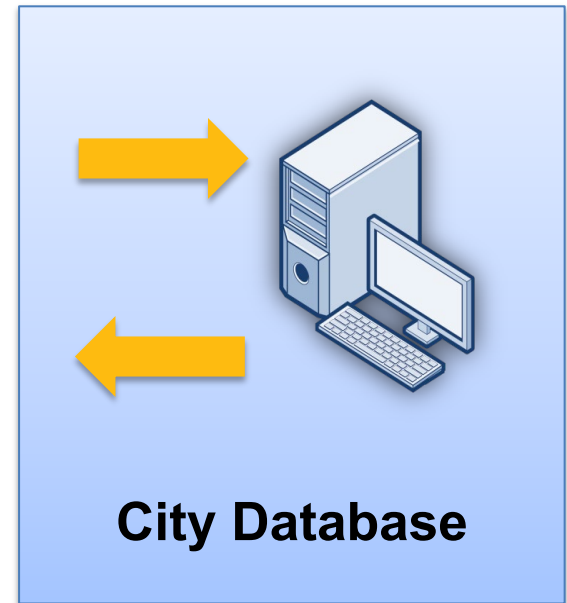
How the System Works



- Water meter measures usage and stores data in the meter register
- Radio encrypts and transmits data to a network of data collectors



- The network of data collectors relay usage data to the City's Database



- The data is used to create water utility bills
- Hourly water usage and leak alerts are available to customers through the City's Utility Customer Portal

Water Meters



- Lowest Head Loss in Industry
- Industry-leading accuracy warranty
- Built-in Smart Meter Alarms:
 - ❖ Leakage Detection Alerts
 - ❖ Reverse Flow Alerts
 - ❖ Empty Pipe Alerts
 - ❖ Tamper Detection Alerts
 - ❖ Low Battery Voltage Alerts
- 45-day data logging built into the meter

Radio Transmitter



- Wall-mounted or pit installation
- Industry-leading two watts broadcast power
- Full 2-way communication
- Hourly readings monitor continuous flow, alert to leak conditions
- SmartPoint and Smart Meter Alarms
- 35 days of data logging
- Fully configurable over-the-air
- 15+5 year warranty

Appointment Booking Brochure

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_civ/c_number» «Billing_Street_Address»
«Billing_City», «Billing_Province»
«Billing_Postal_Code»

Water Meter Upgrade Project

Appointment Notice:
Access required



Please book your installation appointment within two weeks.

Book your appointment online at
Brantford.ca/WaterMeter

What to Expect: Booking Your Appointment



Book Online:
Brantford.ca/WaterMeter

or

Book by phone:
Call 1-833-543-8807

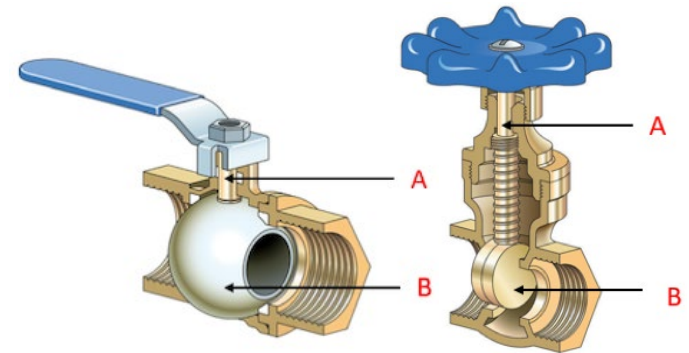
Monday to Friday – 8 a.m. to 8 p.m.
Saturday – 9 a.m. to 5 p.m.



What to Expect: Preparing for the Appointment

To ensure a smooth installation and avoid the need for a second visit, **please complete the following before your scheduled appointment:**

- Tell KTI if the water meter location is in a crawlspace or unknown
- Clear the area around the water meter and shut-off valve
- Confirm the shut-off valve is working by turning it off, then on again
- Make sure an adult (18+) is home during the appointment



Ball valve

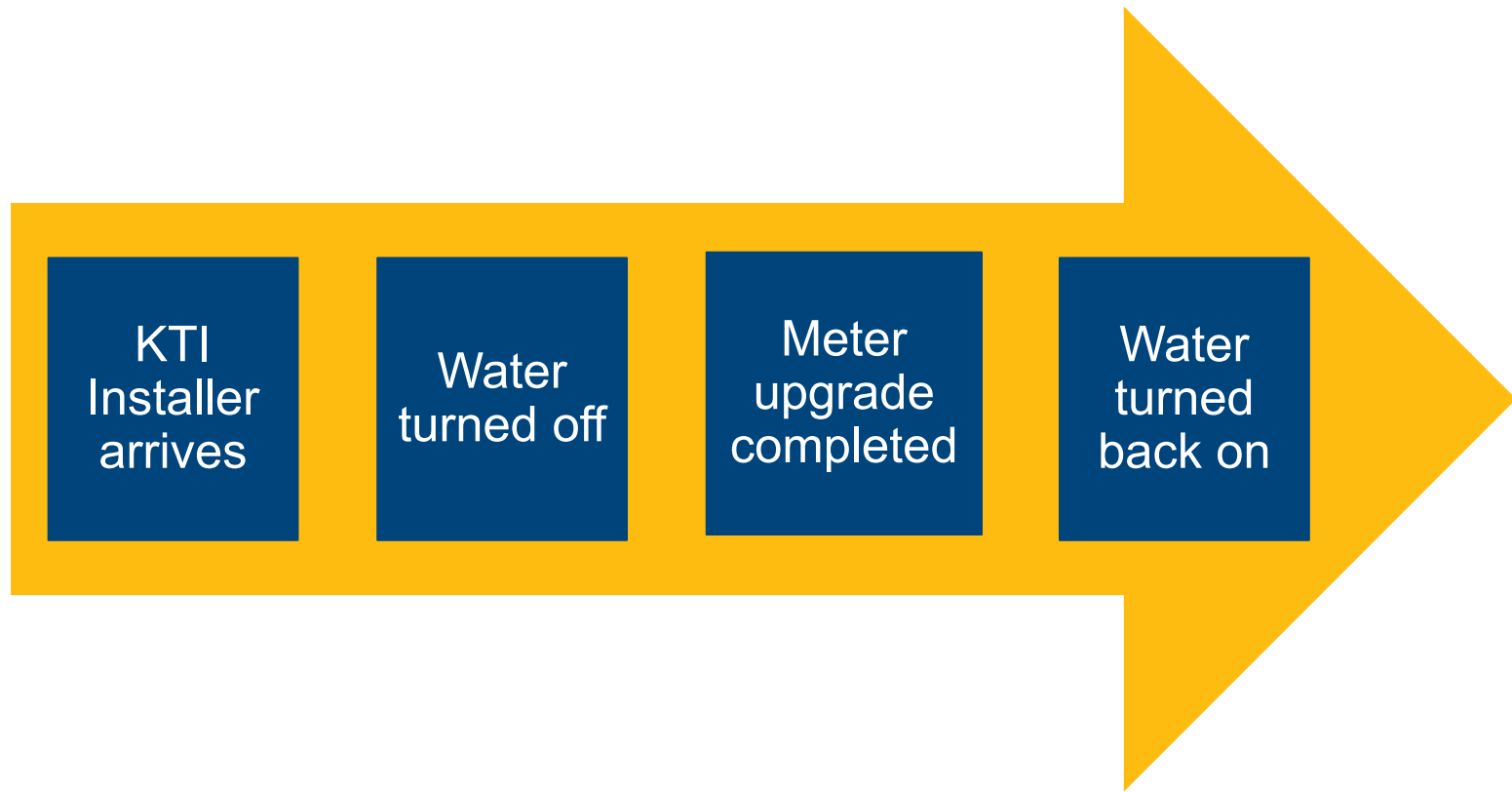
Ball valve stem (A) and rotary ball (B)

Gate valve

Gate valve stem (A) and gate (B)

Issues? Call **1-833-543-8807**

What to Expect: During the Appointment



The meter upgrade typically requires 30 to 90 minutes to complete, at no charge to you.

What to Expect: After the Appointment

- There should be no noticeable changes within your home or business.
- If a leak were to occur, it would typically happen 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.
- Customers can access their hourly water usage, billing, alerts and notifications through the City's Utility Customer Portal at myutility.brantford.ca.

**If customers have any questions or concerns,
call KTI at 1-833-543-8807**

Questions and Answers

➤ **Will I receive a new water meter?**

This depends on the age and compatibility of your water meter. A transmitter may be installed alone or as part of a water meter replacement. For all appointments, access to the water meter will be required to inspect the meter at a minimum.

➤ **Why are water 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.

➤ **What if I do not want to upgrade my water meter?**

Under The City of Brantford Municipal Code, Chapter 650, Water Service Connection By-law, it is mandatory to participate in this program.

➤ **How to identify my KTI technician?**

Every authorized technician can be identified by:

- ❖ 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

➤ **Once I receive the notice, when do I need to book my appointment?**

Technicians will be in your area for a limited time. You will be asked to book your appointment within two weeks of receiving the notice.

➤ **How can I learn more?**

For more Information on the Project, please visit brantford.ca/WaterMeter or call KTI at 1-833-543-8807