



**Reference Number: <Notification>**

**RE: Halton Region is upgrading water meters in Burlington**

Dear owner/resident,

Halton Region is modernizing our water meter infrastructure. We are moving away from manual (in person) water meter reading to a remote meter reading system called Advanced Metering Infrastructure (or AMI). This secure, modern and reliable technology is already in use in many communities across Ontario. The new technology will make the collection of water meter readings more efficient. **All homes and businesses in Burlington are required to book an appointment to upgrade their water meter technology. There is no cost to you.**

**Book an appointment**

Please schedule your appointment within 10 days of receiving this notice. Halton Region has contracted **KTI Utility Services (KTI)** to replace the water meter and remote reading device located at your property. You can schedule an appointment online or by phone:

<b>Book an appointment online:</b>	<b>Book by phone:</b>
<ul style="list-style-type: none"> <li>• Visit <a href="http://KTIappointment.com">KTIappointment.com</a> or scan the QR code (to the right) using the camera app on your smartphone or tablet.</li> <li>• Complete the Booking Login form:               <ul style="list-style-type: none"> <li>- Enter your address</li> <li>- Enter your password (the reference number at the top of this letter)</li> <li>- Select the Login button</li> </ul> </li> </ul> <p>Once you have logged in, select your preferred appointment block and date.</p>	<p>Call KTI Utility Services at <b>1-833-543-8807</b></p> <ul style="list-style-type: none"> <li>• Hours: Monday to Friday 8 a.m. - 8 p.m., Saturday 8 a.m. - 5 p.m.</li> </ul>
<p>The technician will arrive at any time during the appointment block and will have KTI &amp; Halton identification.</p>	



**An adult must be home for the appointment**

To upgrade your water meter technology, we will need to access the Regional water meter inside your home or business. Please ensure an adult 18 years or older is present for the duration of the appointment. Please ensure the Regional water meter is easy to access (move anything that may be blocking the meter).

Shortly after the upgrade, you will be able to see your consumption, bills and payments on Burlington Hydro's online customer portal. If you are already registered on the customer portal, it will appear on your current account. If you have not yet registered, you may do so by visiting Burlington Hydro's website [burlingtonhydro.com](http://burlingtonhydro.com).

**Where to learn more about water meter upgrades**

If you want to learn more about this project or have any questions about this notice, please visit [halton.ca/water](http://halton.ca/water), email [accesshalton@halton.ca](mailto:accesshalton@halton.ca) or call 311. Thank you for your support and co-operation.

Sincerely,  
Water & Wastewater Systems Services  
Public Works Department  
Halton Region  
1151 Bronte Road, Oakville