



RE: Halton Region is upgrading water meters in Burlington

Dear Owner/Resident,

In the coming weeks, we will be visiting your property to replace the remote reader for your water meter with a radio transmitter. This work is part of Halton Region's improvements to the water meter infrastructure in your community. The installation of the radio transmitter will be completed on your property, outside of your home/business. **You do not need to book an appointment.**

We have contracted **KTI Utility Services (KTI)** to perform this work. KTI technicians are identifiable by Halton Region ID badges, "Halton Region Contractor" vehicle magnets and KTI-issued uniforms. If for some reason we need to enter your home/business to complete the upgrade, KTI Utility Services will send you a letter and a brochure explaining next steps.

Making improvements to the water meter infrastructure

Halton Region is 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.

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.

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, email 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