



# **PUBLIC SERVICE ANNOUNCEMENT**

THE CORPORATION OF THE TOWN OF FORT ERIE  
1 Municipal Centre Drive

FOR IMMEDIATE RELEASE

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## **New Meter Reading Technology Impacts Water Billing Cycle**

The Town of Fort Erie has recently completed its residential Meter Exchange Program (MEP). The details of the program included installing radio frequency meters on Fort Erie properties and purchasing new meter reading technology. This allows the Town to complete meter readings for over 13,000 customers in just two days. In addition, all reads will now be done during the last week of the month, providing residents with their most current consumption and allowing for earlier leak detection.

As a result of this change in technology, some water customers may see higher than average water consumption on their July bill, which will lead to a higher than average water bill. This is a one-time event in order to align each customer to the new meter reading cycle.

Prior to the completion of the MEP, monthly readings took place on the 1st, 2nd, 3rd or 4th week of the month depending on property location. For example, property owners who live in Crystal Beach and Ridgeway would have had their meter readings done during the 1st or 2nd week of the month, whereas property owners in Crescent Park would have had their readings done later in the month.

The Town recognizes that this increase may cause a concern for some of its customers. Customers who see an increase in their bill but are unable to adjust to this one-time, increased consumption charge can call 905-871-1600 to speak with Town Staff about options.