

Public Notice: Water Meter Installation Program – Social Media Concerns

The Village is aware of information currently circulating on social media regarding Neptune Technology Group and understands that residents may have questions or concerns.

Neptune is a well-established provider of water metering systems and services, working with municipalities across Canada and North America. As part of the Village's water meter program, Neptune was selected through a formal procurement process and reviewed by the Village's engineering consultants to confirm that the contractor meets required technical, operational, and safety standards.

We recognize that online information, including court registry listings, can appear concerning. It is important to note that registry searches reflect filed claims only and do not indicate outcomes or findings of fault. Large contractors operating across many jurisdictions may appear in such listings from time to time, which is not uncommon for companies working at this scale.

The Village has taken steps to ensure that appropriate safeguards are in place for this program, including:

- Comprehensive liability insurance requirements
- Warranty coverage for installation work
- Clear processes to address any concerns or issues that may arise during or after installation
- Ongoing oversight of contractor performance

Water meter installation is a standard infrastructure upgrade undertaken by municipalities to support accurate water use measurement, system planning, and long-term sustainability. While the work is generally straightforward, it does involve interaction with existing plumbing systems, and in rare cases, issues can occur. Should this happen, there are established processes in place to ensure concerns are addressed promptly and appropriately.

The Village remains confident in the program and in the safeguards that have been put in place to protect residents. We will continue to monitor installation work closely and work with Neptune to ensure a high standard of service delivery.

Residents with questions or concerns are encouraged to contact the Village office or Neptune Technology Group directly. We are committed to providing clear information and support throughout this program.

Lastly, we'd like to note that feedback on the water meter installation has not been solely negative. We have also received several calls from residents sharing positive experiences with the Neptune team and their installation process.