

Notice to the Residents of the Town of Hawkesbury – Phase 2 of the Water Meter Upgrade Program

June 29, 2026

The Town of Hawkesbury is once again partnering with Neptune Technology Group to replace approximately 2,500 aging residential water meters. This work is scheduled to begin in July and continue through the end of the year. Participation in the program is mandatory under By-law N° 39-2026, which regulates the municipal drinking water supply in the Town of Hawkesbury. However, the replacement and installation are entirely free of charge.

Water Meter Installation

Property owners whose water meter needs to be replaced will receive a letter from Neptune Technology Group in the coming weeks. This letter will include instructions on how to book an appointment. To accommodate different availabilities, Neptune will be scheduling appointments Monday to Friday from 8:00 a.m. to 8:00 p.m. and Saturdays from 9:00 a.m. to 6:00 p.m. Please note that an adult (*18 years of age or older*) must be present during the appointment.

Before Neptune's technicians arrive, please ensure the area around your existing water meter is clear and accessible, with sufficient space for the technicians to work.

Security

Neptune's technicians will be clearly identified (*uniform and/or identification badge*). You may ask to see the technician's identification at any time. Technicians will never request payment.

What to Expect During Installation

The replacement of the water meter will take approximately 60 to 90 minutes and will require a temporary water shut-off, which will be carried out by Neptune's technicians.

A wire will be installed from the meter, pass through an exterior wall, and be connected to a radio transmitter mounted on the outside of your residence. The scope of the work will be determined by the technician with your approval prior to the start, including the location of the required wire, which is similar to that used for cable television or internet services.

New Technology

The new water meters will provide improved consumption tracking through an online portal and a mobile application. These tools will offer real-time data and personalized alerts, making it easier to quickly detect leaks or unusual water usage. With this increased visibility, residents will be able to respond more quickly, reduce their consumption, and save money.

The Town of Hawkesbury thanks you for your cooperation as we work to improve the drinking water service. Your participation helps ensure accurate water consumption readings and supports the long-term reliability of this essential service.

