

Media Release

March 20, 2020

FOR IMMEDIATE RELEASE

Water Meter Replacement Program Suspended Due To COVID-19 Outbreak

WHITCHURCH-STOUFFVILLE, ON – The Town of Whitchurch-Stouffville, and Neptune Technology Group, are suspending all residential water meter replacement work. This decision was made considering the social distancing measures recommended by the Federal, Provincial and Regional Public Health Agencies, in response to the COVID-19 pandemic.

As of March 19th, 2020, all residential water meter replacement appointments will be postponed. If you currently have an appointment booked, a representative from Neptune will be reaching out to you soon to confirm the cancellation.

Program-related materials that were sent out by mail prior to this decision indicating that you must book an appointment, may be disregarded. Revised materials will be mailed out once regular operations resume. There will be no financial penalty for residents related to the suspension of this program.

External meter reading for billing purposes and outdoor repairs will continue.

The Town and Neptune will continue to monitor the situation.

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