



Municipality of Strathroy-Caradoc  
Environmental Services  
52 Frank St., Strathroy ON N7G 2R4  
Tel: 519-245-1070

[Insert Date], 2021

[Name]  
[Address]

**RE: Access to Water Meter for Water Meter Upgrade/Replacement**

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The Municipality of Strathroy-Caradoc is upgrading and replacing water meters in every home and business as part of a mandatory program to modernize our technology. You have received several notifications regarding this program and we have not been able to access the premise.

You have already received the following communications:

- |  |                    |
|--|--------------------|
| 1. Introduction letter                 | 4. Door hanger     |
| 2. Trifold appointment notice brochure | 5. Reminder Letter |
| 3. Attempted phone calls               | 6. Final Notice    |

**The upgrading or replacing of your water meter is mandatory. Under the “Water By-Law”, you are required to provide access to the meter in order to maintain your connection to municipal services.**

Failure to provide access to the meter could result in the following action:

- Manual meter reading fee
- Turning off of water service
- Applying fines

The Contractor selected for this project remains committed to the protection of the health and safety of their employees, contractors, and members of our community. The COVID-19 safety protocols below are followed by their employees during the water meter upgrade process:

- Pre-screening of owners upon booking an appointment and by the technician before entering the premises
- Daily screening of technicians before commencing the day
- Minimizing the interaction between the installer and owner
- Maintaining safe physical distancing during the installation

- Wearing of personal protective equipment, including a mask, disposable gloves, and eye protection
- Proper use of disinfectants and hand sanitizer before, during and after installations

**To schedule an appointment, please use one of the options below:**

1. Call ICONIX Waterworks at 1-877-256-4763 or
2. Request an appointment at [iconixww.com/strathroy-caradoc](http://iconixww.com/strathroy-caradoc)

**To avoid experiencing any of the actions listed above we require a confirmed appointment for your address within one week of receipt of this letter. Please contact ICONIX if you have any questions or concerns regarding the installation.**

Sincerely,

Fred W. Tranquilli, LL.B  
Chief Administrative Officer  
Municipality of Strathroy-Caradoc

Phone: 519-245-1105 ext. 256  
Email: [ftranquilli@strathroy-caradoc.ca](mailto:ftranquilli@strathroy-caradoc.ca)

Cc Paul Zuberbuhler, Municipality of Strathroy-Caradoc