

# *Town of Canandaigua*

Water Department  
5440 Route 5 & 20 West  
Canandaigua, NY 14424  
Phone: (585) 394-3300  
[water@townofcanandaigua.org](mailto:water@townofcanandaigua.org)

## **Water Meter Replacement & Update Project FAQ's**

### **How do I know if my water meter is in need of replacement?**

Residents and business owners will be notified via postal mail that their water meter is in need of replacement.

### **Do I have to pay for the new updated water meter/equipment?**

No, there is no cost to you for this upgrade.

### **Who will be replacing my water meter/equipment?**

A Town of Canandaigua Water Technician will be performing this service, they will be clearly identifiable and will arrive in a town vehicle clearly labeled as "Town of Canandaigua Water Department"

### **Where is my water meter?**

Good question! Most water meters are located inside the home or structure on a property such as a basement, crawl space, utility closet/room, or garage. If the home or structure on a property is 500 feet or more away from the road then the water meter will be located in a meter pit. Unless there is a clear identifiable meter pit located on the property the Water Technician will need access to the inside of the home/structure to locate the water meter.

### **How long does the installation take and will there be any disruption to my water service?**

Installation takes approximately 15-20 minutes depending on the location of the water meter and what, if any, other equipment may be in need of updating. There will be no interruption to your water service.

### **What days and times are appointments available?**

Appointments are available Monday-Thursday, 7:00 am to 3:30 pm and are booked every 15 minutes, there are 4 appointments per hour. Appointments can be scheduled for several weeks or more in advance as needed.

### **How do I schedule an appointment for the new water meter installation?**

You can request an appointment date and time via email at [water@townofcanandaigua.org](mailto:water@townofcanandaigua.org), please be sure to include you name, property address, contact phone number, account number (found in the letter you received), and the email address that you would like to use for the Town's leak notification system in your request. *You will receive a confirmation email directly*

*from our office within 24 hours confirming the date and time of your appointment.* Email appointment requests without the above information will not be accepted.

***PLEASE NOTE THAT OUR OFFICE CAN RECEIVE 100-150+ APPOINTMENT EMAILS AND PHONE CALL REQUESTS DAILY, WE APPRECIATE YOUR PATIENCE AS WE WORK TO HELP OUR RESIDENTS AS QUICKLY & EFFICIENTLY AS POSSIBLE.***

**I don't have or use email; how do I make an appointment?**

No problem, just give our office a call at (585) 394-3300 during regular business hours and we'll be happy to help you.

**I don't have or use email; can I still enroll in the Town's leak notification system?**

Unfortunately, an email address is required to enroll in the Town's leak notification system.

**Will anyone need to be present during the appointment?**

Yes, a responsible adult (18+) of your choice needs to be present at the time of the appointment. This can be a neighbor, friend, relative, property manager, property maintenance staff, etc.

**What do I do if I need to cancel/reschedule my appointment?**

Contact our office via email ([water@townofcanandaigua.org](mailto:water@townofcanandaigua.org)) or phone (585) 394-3300 during regular business hours and we'll be happy to help you.

Please contact the water department directly with any questions or concerns