

Water for all... for ALWAYS



Frequently Asked Questions (FAQs)

This new education program, launched in May 2008, strives to answer Frequently Asked Questions (FAQs) about the Town of Olds water and wastewater systems, water conservation, water use, water meters and billing, and other topics about water.

Posted 12 May 2008

Why should I try to reduce my water usage?

Because it's the responsible and sustainable thing to do. The reality is that people and industry are using water faster than it can replenish itself. Water and sewer infrastructure costs are increasing. Water has become a precious commodity, and like anything that's hard to get, it will become more expensive. The Government of Alberta has mandated that municipalities must operate their utility systems on a full cost-recovery basis, and your Town Council is committed to decreasing residential water usage 10% between 2006 and 2012. The time has come when we all have to start to change our habits and attitudes about water.

Why is my water usage estimated every other month?

With the current meter system, it takes at least two weeks a month for Town Meter Readers to read just half of the town's 3000+ water meters, going house to house. At the current time, with the current system, we simply do not have enough resources to read all the town's meters every month. However, once the Meter Replacement Program is completed, starting in January 2009, we will be able to read meters remotely using radio technology, getting actual reads for all the town's meters every month.

How does the computer estimate my usage?

In the months your meter is not read, our computer system estimates your usage based on factors such as your usage history and your most recent actual read. We realize this method is not always accurate, especially for customers who use lots of water one month but little the next, but we have to work with this system for now.

Should I read my meter to avoid estimates?

You do not have to read your own meter. If you generally have regular habits from month to month, your estimates should be reasonably close to your actual usage. If, however, you are still concerned about a bi-monthly estimate you can phone (556-6981) or email (utilities@olds.ca) your meter reading in by the last working day of each month.

Next issue...

Reading the dial on your water meter

For more information visit the **Olds Sustainable Living** page at www.olds.ca

This information was also featured in the 13 May issue of the Olds Albertan