

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 18 July 2008

Update on Town's Water Meter Replacement Program

In the first issue of this feature from 13 May, you read that once the Meter Replacement Program is completed, starting in January 2009, Town of Olds Operations staff will be able to read meters remotely using radio technology, getting actual reads for all the town's meters every month. The great news is that to date, we are ahead of schedule, with approximately 60% of the program complete. In fact, of the 3600+ utilities bills that are being generated right now, over 2100 of these are based on actual reads using existing and new technology. Operations staff have worked tirelessly on this project - installing the new meters, mapping GPS coordinates, and de-bugging and fine-tuning the system. We are definitely on-track to beat the January target date!

Should I continue to read my water meter?

If you have had your meter replaced under the new Meter Replacement program, you will never have to read your own meter again! Even if you have not yet had your meter replaced, you are not required 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 in (556-6981) or email (utilities@olds.ca) your meter reading by the last working day of each month.

I haven't been contacted to replace my meter yet...

Don't worry, once we are ready to do your area, our Operations staff will call you to schedule an appointment - we do need access to the meter inside your house, so someone will need to be home when we arrive. It takes around one hour for us to replace your water meter. There is no charge to replace the meter.

Next issue...

More info on water & wastewater conservation

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

This information was also featured in the 22 July 2008 issue of the Olds Albertan