

The Town of Olds is committed to providing reliable and efficient water services to our community. As part of this commitment, we are launching a phased Water Meter Replacement Program to upgrade aging infrastructure and adopt advanced metering technology. This initiative will ensure accurate water usage data, improve customer service, and help us manage our water resources more effectively. Your cooperation is essential to the success of this program, and we're here to guide you through every step of the process.

Why Are We Replacing Water Meters?

Many of the current water meters are aging and may no longer provide precise readings, leading to potential discrepancies. The new meters will feature advanced technology that allows for real-time data collection, enabling the Town to identify leaks and address issues more efficiently. In addition, the new meters will allow for enhanced customer service.

Will My Water Bill Increase?

While the new meters ensure accurate readings, they may detect previously unrecorded usage, which could affect your bill.

How Will the Program Work?

1. *Phased in Approach:* Approximately 640 residents have been chosen as a part of Phase 1 to replace their household water meter.
2. *Installation by Professionals:* The Town has partnered with Metercor to complete the installations. All technicians will be trained, insured, and carry proper identification.
3. *Minimal Disruption:* Replacing a water meter is a simple process that may require the water to be shut off, typically for less than one hour.
4. *Cost:* The cost of the meter and installation is already factored into your monthly bill, so no additional costs will be incurred by you.

When Will the Replacement Happen?

The replacement program will roll out in phases. Phase 1 will have an anticipated start date of May and is expected to be completed by September. Residents whose meters will be replaced during Phase 1 will be notified well in advance of their scheduled replacement date. Appointments will be available during weekdays, evenings, and weekends to accommodate various schedules. Phase 2 will commence in 2026.



What Are the Next Steps?

1. *Watch for Communication:* You will receive a notice in the mail and an email (if provided) with instructions to book your appointment.
2. *Schedule Your Appointment:* You may book your appointment online or call their Calgary office.
3. *Prepare Your Property:* Before the meter installer arrives, please ensure this area is clear of obstacles to provide adequate working space. An adult at least 18 years of age must be home at the time of the replacement. This person will be asked to verify and sign the service order as confirmation of work completed.

What Happens If I Don't Schedule an Appointment?

Metercor and the Town will make several attempts to contact you. Non-compliance may result in additional charges and/or service disruptions.

How Do I Verify the Technician's Identity?

All technicians will carry official identification. If you are in doubt, contact the Town Office at 403-556-6981.

What are the Benefits of the New Meters?

- *Accuracy:* Improved billing precision.
- *Leak Detection:* Early identification of potential leaks.
- *Efficiency:* Streamlined meter reading process.

QUESTIONS OR CONCERNS?

If you have any questions or concerns about the water meter replacement program, please contact:

- Phone: 403-556-6981
- Email: operations@olds.ca
- Website: www.olds.ca/town-services/utilities

Thank you for your cooperation as we work to improve our community's water infrastructure. Together, we can ensure a sustainable future for the Town of Olds.