



City of West Kelowna

2760 Cameron Road, West Kelowna, British Columbia V1Z 2T6
Tel (778) 797.1000 Fax (778) 797.1001

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XXXXXXXXXXXXX
WEST KELOWNA, BC XXX XXX

IMPORTANT NOTICE

DATE

RE: Water Meter at (insert address)

The City of West Kelowna operates a Water Metering Program to measure consumption at service connections. This water consumption measurement is reflected on your quarterly utilities invoice. Our quarterly reading, conducted on (insert date) indicated that your water meter is either not transmitting or not advancing. In order to assure that your meter is functioning properly, the City needs to enter your home to investigate and may have to replace or repair your water meter. Please note that there is no cost to you, the owner or occupier, for this investigation and any possible water meter repair or replacement.

The health and safety of you and your family as well as that of our Water Meter Technician is our highest priority. Therefore, the City of West Kelowna would appreciate your cooperation to allow our Water Meter Technician to enter your home to conduct the required investigation and possible repair or replacement of the water meter. Our team member will have appropriate PPE on hand for use as required to ensure both parties comfort level, and we trust and expect that you will help us maintain the required social/physical distancing requirements.

As per City of West Kelowna Water Regulation Bylaw 274, section 7.10:

A parcel owner must, at all reasonable times, provide adequate, convenient, and unobstructed access to the City for installing, inspecting, repairing, maintaining, replacing and reading the Water Meter.

If a parcel owner fails to provide adequate, convenient, and unobstructed access to the City where the City has provided reasonable notice, the City may install a new water meter in a water meter pit at the parcel owner's expense.

Estimated costs of this installation can range from \$4000 - \$6000.

Please contact our office at 778-797-2246 by (insert date) to arrange an appointment for our Water Meter Technician to inspect and/or replaced your water meter. Your cooperation is appreciated, and we look forward to hearing from you.

City of West Kelowna
Public Works Department – Utilities Division
778-797-2246