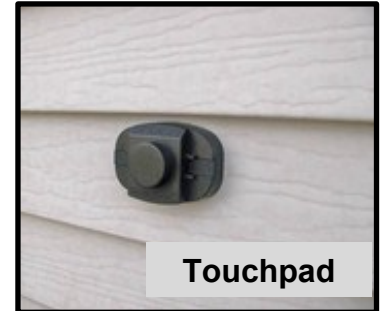




## REGIONAL DISTRICT OF NORTH OKANAGAN Greater Vernon Water Customer Notice

As part of the *Water Meter Improvement Program*, the Regional District of North Okanagan - Greater Vernon Water (GVW) will be replacing the touchpad on your property, used to manually read the water meter, with an Encoder-Receiver-Transmitter (ERT).

- No appointment is necessary for the ERT installation.
- There will be no interruption to water service.
- Customers will receive a notice at the time of replacement.
- The touchpad is a small black box/casing usually on an outside wall. Please provide unobstructed access to the touchpad for replacement.
- In limited cases staff may need access into a building when there are special requirements for ERT installation or if the water meter needs replacement — those customers will be contacted directly to arrange access.



**THERE IS NO COST TO THE RESIDENT FOR REPLACING THE EXISTING TOUCHPAD WITH AN ERT OR TO REPLACE AN EXISTING WATER METER.**

### WHAT IS AN ERT?

The ERT will allow water meters to be read remotely using low frequency radio waves. ERTs use wireless technology to communicate with data readers in much the same way as cordless phones, cell phones, baby monitors, garage door remotes, radio stations and wireless internet routers, but ERTs use 1/10,000 the radio frequency power of those devices.



### THE WATER METER IMPROVEMENT PROGRAM WILL:

- Update meter reading technology & replace old meters where required.
- Improve meter reading accuracy & customer service.
- Reduce operational costs.
- Be safer for meter readers & less intrusive to customers.
- Improve water consumption & leak communication to customers.

### CAN I OPT-OUT OF THE PROGRAM?

Customers can decline having an ERT installed, or request that the ERT be removed and the touchpad reinstalled, by filling out the ERT Opt Out Form available at [www.rdno.ca/watermetering](http://www.rdno.ca/watermetering). There will be a onetime Operator Service Fee of \$50.00 to reinstall a touchpad, and a quarterly charge of \$35.00 applied to your utility bill to have the water meter read manually.

For more information regarding GVW's *Water Meter Improvement Program* please visit our website at [www.rdno.ca/watermetering](http://www.rdno.ca/watermetering) or call **250-550-3700**.



# REGIONAL DISTRICT OF NORTH OKANAGAN

## MEMBER MUNICIPALITIES:

CITY OF ARMSTRONG  
DISTRICT OF COLDSTREAM  
CITY OF ENDERBY

VILLAGE OF LUMBY  
TOWNSHIP OF SPALLUMCHEEN  
CITY OF VERNON

## ELECTORAL AREAS:

"B" – SWAN LAKE  
"C" – B.X. DISTRICT  
"D" – LUMBY (RURAL)

"E" – CHERRYVILLE  
"F" – ENDERBY (RURAL)

## **Greater Vernon Water - Water Meter Improvement Program Frequently Asked Questions**

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### **1. Why is the Water Meter Improvement Program being initiated?**

This program has two components – updating the meter reading technology for all GVW customers and replacing old water meters where required. Currently, water meters are read manually using touchpads located on the outside of buildings. ERTs (Encoder-Receiver-Transmitter) will allow remote water meter reading using Automatic Meter Reading (AMR) technology. ERTs are being installed as manual meter reading is labour intensive, inefficient, and at times unsafe for staff. This upgrade will lower the cost of the meter reading program and improve customer service.

GVW started installing water meters over 30 years ago. Water meters are mechanical devices and like all mechanical devices they wear with age. For this reason, older meters will be replaced while newer meters will only require that an ERT be installed.

### **2. What is an Encoder-Receiver-Transmitter (ERT) and Automatic Meter Reading (AMR) technology?**

AMR uses wireless radio frequency technology to collect meter reading data remotely using low frequency radio waves which are generated by an ERT. ERTs are battery powered and transmit meter reading data by radio waves to a meter reading device used by an employee driving by. Battery life of an ERT is 20 years. Like water meter touchpads, ERTs are typically mounted to the outside of buildings or in a meter pit.

### **3. Is the new AMR system safe?**

ERTs use wireless technology to communicate with data readers in much the same way household devices such as cordless phones, cell phones, baby monitors, garage door remotes, radio stations and wireless internet routers work. The low frequency radio waves transmitted by an ERT are less than the signals transmitted by other day-to-day devices.

AMR wireless technology is regulated by the Canadian Radio-Television Telecommunications Commission to ensure ERTs transmit with extremely low power (less than 1/100th of a watt). Each radio transmission lasts less than one second. Health Canada says exposure to this kind of wireless radio technology does not pose any public health risk.

### **4. Can I have the water meter's ERT removed and the touchpad reinstalled?**

You may request that the ERT be removed and the touchpad reinstalled by filling out the ERT Opt Out Form available at [www.rdno.ca/watermetering](http://www.rdno.ca/watermetering) or by calling **250-550-3700**. There will be a onetime Operator Service Fee of \$50.00 to reinstall a touchpad, and a quarterly charge of \$35.00 applied to your utility bill to have the water meter read manually.