



# REGIONAL DISTRICT NORTH OKANAGAN

## MEMBER MUNICIPALITIES:

CITY OF ARMSTRONG      VILLAGE OF LUMBY  
CITY OF ENDERBY      CITY OF VERNON  
DISTRICT OF COLDSTREAM      TOWNSHIP OF SPALLUMCHEEN

## ELECTORAL AREAS:

"B" – SWAN LAKE      "E" – CHERRYVILLE  
"C" – BX DISTRICT      "F" – ENDERBY (RURAL)  
"D" – LUMBY (RURAL)

OFFICE OF: UTILITIES

OUR FILE No.: 5623.3.01.04.07.21

May 21, 2024

Dear Property Owner:

## **RE: ERT Installation and/or Water Meter Replacement at Silver Star Water Properties**

As part of the Silver Star Water (SSW) Meter Improvement Program, the touchpad for your water meter will be replaced with an Encoder Receiver Transmitter (ERT). The ERT uses Automatic Meter Reading (AMR) technology which will allow the Regional District of North Okanagan (RDNO) to collect meter data remotely using low frequency radio waves and will allow customers to view their water usage patterns and set up alarms to detect for leaks in the future once the RDNO sets up the customer portal.

For efficiency and to save costs, SSW meters that are reaching or are beyond end of life will be replaced at the same time. The RDNO has contracted with Metercor™ to install the ERTs and replace meters. To complete the work, access inside buildings and homes is required to inspect the meter and wiring and replace if required. Metercor™ is booking appointments during the weeks of **July 15 to 26, 2024 and November 25 to 30, 2024** with timeslots available during the day, evening, and weekend. **Please book your appointment online at [book.metercor.com](http://book.metercor.com) or call 888-290-3070 between 7:30 am and 3:30 pm (Mon-Fri).**

For each appointment, an adult at least 18 years of age must be present and will be asked to sign the service order as confirmation of work completed. The Metercor™ representative will be wearing a uniform and carrying identification.

The ERT is a safe technology (information provided at [www.itron.com](http://www.itron.com)) being used at other RDNO water utilities. There is no charge for the ERT installation or meter replacement and all residents are encouraged to allow the ERT installation. For homeowners that do not provide access or who contact the RDNO to indicate they do not want an ERT installed, a manual meter reading fee as per *Small Utilities Rates and Regulations Bylaw No. 2867, 2021* ([www.rdno.ca/government-administration/bylaws](http://www.rdno.ca/government-administration/bylaws)), will be charged (currently \$45/read with three (3) reads completed per year).

For more information, please see the back of this letter or visit [www.rdno.ca/sswmeter](http://www.rdno.ca/sswmeter). Thank you in advance for your cooperation. If you have any questions, please contact the RDNO at 250-550-3700 or [utilities@rdno.ca](mailto:utilities@rdno.ca).

Sincerely,

Keiko Parker  
Manager, Small Utilities

\* Phone numbers and emails on file may be released to Metercor™ for the purposes of booking appointments for this project only.\*

Regional District of North Okanagan  
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Phone: 250.550.3700  
Fax: 250.550.3701  
Web: [www.rdno.ca](http://www.rdno.ca)  
E-Mail: [utilities@rdno.ca](mailto:utilities@rdno.ca)

**To Book an Appointment:**

Call 888-290-3070 between 7:30 am and 3:30 pm (Mon-Fri) or  
Book online at: [book.metercor.com](http://book.metercor.com)

**Appointment Availability:**

Any day during the weeks of July 15 to 26, 2024 and November 25 to 30, 2024

- Monday – Thursday 8:00 a.m. to 8:00 p.m.
- Friday & Saturday 8:00 a.m. to 4:00 p.m.

**Deadline:**

All appointments must be scheduled by **July 5, 2024**.

**Reschedule Appointments:**

If for any reason you need to reschedule your appointment, please call 888-290-3070.

**What happens if I don't book an appointment?**

Any owners without scheduled appointments after July 5, 2024 or who have not called to indicate they do not want an ERT will be charged an Obstructed Water Meter Fee of \$250, as per *Small Utilities Rates and Regulations Bylaw, 2867, 2021*.

**What happens if there is not an adult present, my shut off valve does not work or I miss my appointment?**

Metercor technicians will not enter a house without an adult present and they can not complete their work if the main shut off valve in the house is inoperable. In both cases, another appointment will need to be made which will result in a minimum service charge of \$50, to your account as per *Small Utilities Rates and Regulations Bylaw No. 2867, 2021*. This fee will also be applied for missed appointments without 24 hours prior notice.

**Why do they need access to my house?**

Metercor technicians need to inspect the wiring and meters in case they need fixing or replacing. To make a second trip to do this would add substantial costs to the project.

**What is a Customer Portal and why can't I access it immediately after the ERT is installed?**

The RDNO is currently working towards an online customer portal where owners will be able to monitor daily water usage and receive alarms for high water consumption, possibly identifying leaks early. Currently, there is no automatic sign up for this service and the RDNO is working with the provider to develop this function with a goal of rolling out this service in 2025.

**Is there anything else I should know?**

To allow this work to be performed with minimal inconvenience, please ensure the main shut off inside the house is in working order, and the area around the meter and touchpad is accessible. Touchpads are located on the outside of buildings.

For more information on this project, please visit [www.rdno.ca/sswmeter](http://www.rdno.ca/sswmeter).