



Area D Water Meter Project Update

This update provides the latest information on the Area D Water Meter Project and what it means for residents.

Installations Are Complete

The final phase of water meter installations is complete. The new bylaw continues in its development in preparation for Board consideration and approval. January 1, 2027, will be the starting date of the new meter rate billing structure.

Metered Rates Are NOT Yet in Effect for New Meters

Currently there are no changes to your billing. Residents will stay on whichever rate they were on at the time of the project starting. Only when the new bylaw and rate structure is finalized and approved by the Board will there be a transition to the new universal billing structure (options are being finalized). At that time an update will be provided to residents.

This gives you time to check your plumbing and repair leaks before metered billing begins. Even a small leak, like a running toilet or dripping tap, could have a noticeable impact once billing is usage-based.

Leak Repairs

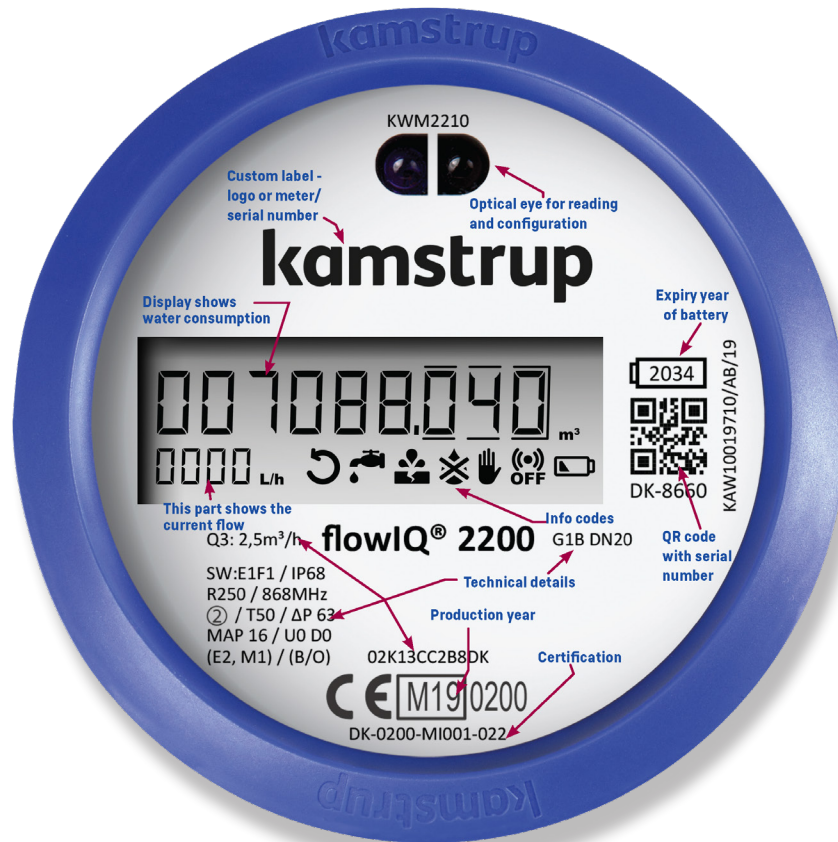
Acting now can save you money down the road. Residents are encouraged to check their water meter and become familiar with the information and indicator codes displayed on the meter register. It is important to fix identified leaks in a timely manner. If you have received a visit or letter from the SRD (or City of Campbell River Water Operators) about a leak, and it was determined there is a leak on the property owner side of the meter, this will be considered notice. If ignored, it will be considered a contravention of Bylaw No. 324, Penalties can apply. Property owners are responsible, at their own expense, for maintaining and repairing all water service pipes, fittings, and fixtures located on their property.

If you have any questions about your meter, billing, leaks or this project, please contact the Engineering Department—we're happy to help.

Turn page to see Kamstrup Meter & User Guide >>>

Questions? Please contact the SRD Engineering Department

250-830-6719 | engineering@srd.ca | srd.ca/water



USER GUIDE

Date: Meter reading before change of meter:

flowIQ® 2200 is an electronic water meter with no moving parts. The meter requires no maintenance and can be remotely read by the water supply company.

The display shows the water consumption. The digits to the left of the period indicate cubic meters of water, and the marked digits to the right indicate liters (in this example, is displayed a consumption of 7088.040 m³).

Flashing info code:	Meaning:
	Water in the meter has not been stagnant for one continuous hour during the latest 24 hours. This can be a sign of a leaky faucet or toilet cistern or indicate a leakage after the meter.
	The water consumption has been consistently high for half an hour, which indicates a pipe burst.
	The meter is dry. In this case nothing will be measured.
	The water flows in the wrong direction through the meter.
	Attempted fraud or tampering. The meter is no longer valid for billing purposes.
 flashes	The meter is still in transport mode with the built-in radio transmitter turned off. The transmitter turns on automatically when the first liter of water has run through the meter.
	RADIO OFF lights permanently. The radio is switched off permanently. Can be activated via METERTOOL or DataTool.
	Icon appears when the expected capacity left is 6 months (or when the voltage drops below 2.9V).

The info codes , , and  switch off automatically when the conditions that activated them have been remedied. In other words,  disappears when the water has been stagnant for an hour,  disappears when the consumption falls to normal level,  disappears when the water flows in the right direction, and  disappears when the meter is filled with water,  however, remains ON if there has been a tampering attempt.

55122546_A1 GB_08.2019

Questions? Please contact the SRD Engineering Department

250-830-6719 | engineering@srd.ca | srd.ca/water