



Glenmore-Ellison Improvement District

445 Glenmore Rd, Kelowna, BC V1V 1Z6

Phone: 250-763-6506

GEID RESIDENTIAL METERING IMPLEMENTATION

Frequently Asked Questions

1) Why do I have to pay for my own meter? Why doesn't GEID pay for it?

- a. In 2003, GEID reviewed the cost of supplying & installing meters for the entire District. At that time, the Metering Program was estimated to cost over 2 Million dollars. The Trustees were planning to proceed with the Okanagan Lake Pump Station (Water Quality Improvement Project), and knew that domestic tolls would have to be increased substantially to pay for the project. They did not want to raise rates for metering in addition to the required project rate increases.
- b. The Trustees felt this was a cost that should be borne by each ratepayer, as meter costs for individual installations would vary. A flat increase for metering would not be equitable across all categories.
- c. Since 2004, GEID has required that landowners pay for their own meters and installations for all new residential, strata and commercial properties. This means that approximately 60% of GEID's ratepayers have already paid for their own meters. The Trustees have determined that it would not be fair and equitable to these ratepayers, if the District were to pay for the outstanding meters to be installed in homes built prior to 2004.

2) How much is this going to cost me?

- a. The standard meter assembly will cost approximately \$300.00 (plus tax) for the majority of GEID homeowners. Most residential homes will have a ¾" service connection. Costs for installation will vary, dependent on the age and type of plumbing in the house, and the location of the service entering the home.
- b. Larger connections will need a larger meter, hence a higher charge.

3) I already have a Meter in my house. Do I need to do anything?

- a. If you are seeing a Meter Reading in the middle of your Quarterly Utilities Invoice, your meter is working properly and being read. You do not need to do anything further.
- b. If you do NOT see a Meter Reading on your Invoice, the meter could require the remote reading device to be installed, or there is a problem with the meter. Call the GEID Office at 250-763-6506 to rectify this issue.

4) I already have an Agricultural Meter. Do I need another meter for the house?

- a. Yes. The Agricultural Meters are connected to your irrigation water. In order for GEID to track the consumption inside your home, a meter is required to record the domestic use.

5) I live in a Multi-Family Strata with more than 6 units. Do I have to put a meter in?

- a. No. GEID has a requirement that Strata Properties **over 6 units** have a meter installed at the property line, which captures all of the consumption for the entire property. Your strata fees will reflect a water charge for your unit, as determined by your Strata Council.
- b. Some Strata Councils may consider installing individual meters if they feel that they cannot fairly distribute their water charges between units. This would be a Strata Council discussion, and is not mandated by GEID.

6) I live in a duplex, fourplex, or sixplex. Do I have to put a meter in?

- a. Yes. GEID has a requirement that these properties have a meter installed at every service connection. Dependent on the original construction, your property may have a connection to every unit, or may only have one connection to service the entire multi-unit dwelling. Irrigation arrangements for these properties must be considered as well, as all indoor and outdoor use must be captured.

7) What happens if I don't put a meter in?

- a. You can choose to defer your meter installation, however, it is highly discouraged. Starting in 2016, Tolls for unmetered properties will be charged at a higher rate than the metered rate, validating the choice to be metered.
- b. Please be aware that meter costs may rise in 2016 – at this time, GEID has obtained a discount for meters purchased in 2015 only.
- c. If you defer the installation of your meter until 2016 or 2017, once installed, your flat rate invoice will be pro-rated to the month of installation, and billing by consumption will begin the following month.

8) Do I have to repair this meter, or replace it in the future?

- a. No. Once installed, GEID will be responsible for all repairs and future replacement. The only meter expense that a customer incurs is for the initial purchase and installation.

9) Will paying by meter (by consumption) be more expensive than the flat rate?

- a. GEID Staff are working closely with a Rate Review Consultant, to verify the established rate for consumption for 2016. The intent is to have fair and equitable billing throughout the District for each category of use.
- b. GEID expects that initially, customers may find that their invoice is higher than the previous flat rate. Once people become aware of water wastage and conservation methods, bills will decrease accordingly.

**If you have any further questions about Residential Metering,
please contact GEID at 250-763-6506, Monday-Friday,
between the hours of 8:00 - 4:00 pm (Closed 12-12:30).**