



City of Richmond

Report to Committee

To: Public Works and Transportation Committee **Date:** March 5, 2004
From: Robert Gonzalez, P.Eng. **File:** 6060 02-01
Director, Engineering
Re: **Richmond Long Range Drinking Water Management Plan:**
Volunteer Water Meter Program Update

Staff Recommendation

That the Richmond Long Range Drinking Water Management Plan: Richmond Water Meter Program Update report from the Director of Engineering, dated March 5, 2004, be received for information.

Robert Gonzalez, P.Eng.
Director, Engineering
(4150)

Att.2

FOR ORIGINATING DIVISION USE ONLY

CONCURRENCE OF GENERAL MANAGER

Staff Report

Origin

On December 8, 2003, City Council adopted Bylaw 7620, amending the City's Waterworks and Water Rates Bylaw. The amendment includes provisions that allow the City to bill residential water customers based on a metered rate and is in alignment with the City's long-term water management strategy. The purpose of this monthly report is to update Council on the progress of the water metering program.

Findings Of Fact

Volunteer Water Meter Program

To date, 398 property owners have expressed interest in having a water meter. Of those, 98 have returned completed consent forms, 40 have had water meter installations and 14 have had their water audit with low flow device installation.

Marketing and Public Education

Neptune Technology continues to meet their schedule for marketing and public education. The web site is currently on line (www.watermeter.ca) and complete. The 12 page information booklet is complete (see attached booklet). The program was officially launched on February 23, 2004, with a media event at the Mayor's residence. Press associated with the program launch has been positive to date. An open house at City Hall (M.1.002) is proceeding as scheduled on Tuesday March 9, 2004. The open house will provide Richmond property owners an opportunity to discuss the merits of water metering with City Staff and Neptune Technology Group.

Information concerning the volunteer water meter program (see attached) was included in the tax insert for single family dwellings that do not currently have a water meter. The public received these inserts on Tuesday March 2, 2004, and created an immediate surge of phone calls for both Neptune and the City. Neptune immediately hired additional temporary personnel to accommodate the interested property owners.

Residential Customers with Existing Water Meters

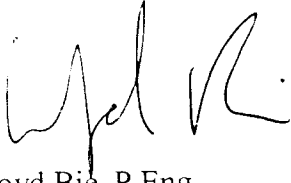
Phone traffic concerning residential customers with existing meters has been minimal for the last month. To date, 70 water conservation kits have been distributed to existing meter customers.

Financial Impact

There is no financial implication to this component of the Richmond Water Meter Program outside of the contract with Neptune Technologies.

Conclusion

Neptune Technology Group has successfully launched the Richmond Volunteer Water Meter Program. To date, 398 property owners have expressed interest in the Volunteer Water Meter Program, and 98 have confirmed their participation by submitting their consent forms.

A handwritten signature in black ink, appearing to read 'Lloyd Bie', written in a cursive style.

Lloyd Bie, P.Eng
Project Engineer
(4385)

LB:lb

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REASONS To Consider A Water Meter



The City of Richmond has implemented a voluntary water metering program, and has contracted Neptune Technology Group to install the water meters. This flyer is produced by Neptune to introduce you to the metering program and to let you know how you may volunteer.

NOW YOU HAVE A CHOICE.....

You now have a choice in how you pay for water. You can continue to pay the flat rate (a fixed yearly charge) which will likely increase significantly over the next five years. Or you can have a water meter installed and pay only for the water & sewer services you actually use. Here are 5 reasons to volunteer for a water meter.

1 THE COST OF WATER IS GOING UP

The City of Richmond buys its water from the GVRD and has no control over the price. The cost for water is expected to rise as much as 50% over the next five years. If you remain on a flat rate for water you will have no choice but to pay these higher rates.

2 A WATER METER GIVES YOU CONTROL

With a water meter you pay only for the volume of water you actually use. When water rates go up you can keep your water & sewer bills lower by reducing your water use. If you are already a low water user a water meter makes sense for you.

3 FREE WATER CONSERVATION DEVICES

After your meter is installed you can request a free leak detection and water audit service. We will install a high-quality low-flow showerhead and a toilet water saving device at no charge. These devices will set you on your way to lower water bills.

4 FAST "NO HASSLE" INSTALLATION

The water meter will be installed outside your house. You don't even have to be home for the installation. The meter reading device will also be located outside. A meter reader will never have to enter your home and your privacy will be ensured.

5 THE "FIRST YEAR" GUARANTEE

You will have 12 months to adjust your water consumption. If after a year on the metered rate your total bills are more than they would have been under the flat rate for that same period you will receive a rebate for the difference. This guarantees that you will not pay more in the first year if you have a water meter*.

YES I WANT TO VOLUNTEER FOR A WATER METER

If you are ready to save money, here is how to get the process started.

- STEP 1: Call (604) 271-9700 to volunteer for a water meter. Or you may register online at www.watermeter.ca
- STEP 2: A Neptune representative will inspect your property to determine where the meter will be installed. The inspection will take place near the street and you do not have to be present. The representative will leave a form on your front door.
- STEP 3: Fill out the form and return it to Neptune in the postage-paid envelope supplied.
- STEP 4: Neptune will install the water meter. You do not have to be present.

COME TO OUR INFORMATION SESSION For more information about the program and its benefits.

TUESDAY, MARCH 9, 2004
RICHMOND CITY HALL
10:00 a.m. - 8:00 p.m.

Senior City staff and Neptune representatives will be on hand to answer all your questions. This will be the first of several public information sessions.

IS A WATER METER RIGHT FOR YOU?

3 QUESTIONS TO HELP YOU DECIDE

1. How big is your family?

The current flat rate is based on the cost of providing water to a family of four. So if there are less than four people in your household you will likely benefit from a meter.

2. How large is your property?

If you have an average size lawn and gardens and avoid excessive irrigation you will avoid high water bills. If you have a lot of ground cover that does not require any watering (gravel, decks, etc.) This will also help keep your bills low.

3. How water conscious are you?

If you are water conscious and practice a few simple water conservation tips you may pay less under the metered rate than under the flat rate.

Here are some customers who could save money with a water meter:

- Seniors
- Single Occupants
- Empty Nesters
- Young Couples
- Small Families

RICHMOND
WATER METER PROGRAM



*FOR MORE INFORMATION

CALL 604.271.9700

OR VISIT OUR WEB SITE

www.watermeter.ca

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大理由 去考慮使用水錶



列治文市已推行一項自願水錶計劃，並委任了 Neptune Technology Group 為承辦商，專責水錶的安裝工程。本單張由 Neptune 公司刊製，為您介紹水錶計劃及自願參加這項計劃的方法

現在您有一個選擇.....

您現在可以選擇怎樣支付水費，您可以繼續繳付劃一費用（定額年費），而這項收費於未來五年將可能大幅增加；或者您可以安裝水錶，便只需負擔自己實際用水量及排污服務的費用。參加自願水錶計劃的五大理由如下：

1 食水成本正不斷上升

列治文市向大溫區域管理局（GVRD）購買食水，無權去控制水價。於未來五年，預期食水的成本將大幅上調至五成，如果您繼續選用劃一水費的安排，您將別無選擇，只好繳付這些較高昂的水費。

2 水錶可讓您控制開支

使用水錶後，您只需負擔自己實際用水量的費用。當水費和排污費增加時，只要您節約用水，便可減省水費。如果您的用水量很低，水錶就更適用。

3 免費安裝節約用水的設備

安裝水錶後，您可以要求進行免費的漏水測試及用水審計服務。我們將免費到府上的淋浴間安裝可減慢水流速度的高質水龍頭以及節約沖廁水的設備，幫您達成減低水費的目標。

4 安裝快捷妥當，「絕不麻煩」

水錶將安裝在室外，安裝時也不需要您留在家中。水錶讀數的裝置也在外面，抄錶員永遠不需要走進您家，確保您的私隱不受影響。

5 「首年」保證計劃

您將有十二個月的時間來調節用水量。如果一年後水錶讀數顯示您需要繳納的全部水費，比同一段時間內的劃一水費還要高，您將獲得回扣以補償兩者的差額。這項保證確保您在使用水錶後的第一年內不會給多了水費*。

好！我想參加自願水錶計劃

如果您已準備好要節省開支，請按下列步驟進行。

第一步：致電(604)271-9700報名參加自願水錶計劃，也可前往www.watermeter.ca辦理網上登記手續。

第二步：Neptune公司的代表將到府上視察，以決定安裝水錶的位置。視察工作只在街道附近進行，您不用在家，做好後代表將在正門留下一份表格。

第三步：請填寫該份表格，然後用附上的回郵信封將表格寄回Neptune公司。

第四步：Neptune公司將安裝水錶，您不用在家等候。

請出席我們的資料講座 以獲悉更多有關水錶計劃及其好處的資料。

二〇〇四年三月九日星期二
列治文市政府大樓
上午十時至晚上八時

市府高級職員及Neptune公司的代表將在場回答大家的問題。這將是首次的公眾資料講座，日後還有多个同類講座



水錶適合您嗎？

3 個問題 助您作出決定

1. 您有多少名家庭成員？

現時我們是根據向一家四口供應食水所需成本來計算劃一水費。所以如果您的住戶人數少過四名，水錶可能對您有利。

2. 您的物業面積有多大？

如果您的草地和花園屬一般大小，避免大量灑水，便可免付高昂水費。如果您的物業有大幅不用灑水的地面（如碎石、平台等），水錶更能夠為您減省水費。

3. 您能否自動自覺地節約用水？

如果您能自動自覺地節約用水，並採取一些簡單的省水措施，那麼有了水錶後，您的水費可能會低過劃一水費。

水錶能為下列這些顧客節省開支：

耆英
獨居人士
子女已遷離的人士
年青夫婦
小家庭

RICHMOND
WATER METER PROGRAM
列治文水錶計劃



*查詢資料

請致電 604.271.9700

或瀏覽我們的網站

www.watermeter.ca