

Sent: Tuesday, February 28, 2017 5:16 PM
Subject: Water Meter Exchange Program

Dear Mr. Kemp-Jackson,

City of Calgary Water Services is continuing with a Water Meter Exchange Program that began on September 30, 2013.

The program is exchanging aging water meters that are reaching the end of their expected life of 15 to 20 years. The older meters are physically read by ENMAX Power each month. They will be replaced by a newer technology meter with an Encoded Radio Transmitter (ERT) that will allow the meter readers to remotely read these meters from a distance. The Meter Exchange Program will allow Water Services to reduce meter reading costs, provide you with more accurate bills, and replace an aging asset, ensuring meter accuracy.

The meter exchange program is being undertaken on a community by community basis and is targeting over 100,000 meters for replacement over the next 6-8 years. The program has focused on a number of communities across the City and has replaced over 48,000 meters since 2013.

In the next few weeks, The City will begin to contact customers in the communities of Haysboro, Kingsland, Palliser, Pump Hill, Bayview, Kelvin Grove, Chinook Park, Eagle Ridge, and Lakeview.

For more information or if you have any further questions about the Meter Exchange Program please call 311 or visit calgary.ca/watermeters.

Sincerely,
Brian

Brian Pincott
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The City of Calgary

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