

WATER METERING FAQ's

1. Why is the Village installing water meters?

Water meters help ensure fairness in billing, promote water conservation, and are a critical step in accessing future grants for water and sewer infrastructure upgrades. They also provide valuable data to support system maintenance and planning.

2. How is the water metering project being funded?

The Village has secured **\$2.7 million in grant funding** from the Province, which is expected to fully cover the **purchase and installation** of water meters. There is **no direct cost to residents** for this work.

3. What if the project goes over the \$2.7 million budget?

If costs exceed the grant amount, the Village has committed to using reserve funds to cover any additional expenses. This ensures the project remains fully funded without passing on costs to residents.

4. Does this mean my utility bill will go up?

The water metering project itself will not cause utility rates to increase. However, **modest rate adjustments are expected in the future** due to rising operational costs—such as electricity, fuel, and materials. These increases were anticipated **even without the water meter project**, as part of keeping utility services financially sustainable.

5. When will installation take place?

A detailed schedule will be shared in the coming months. The project will roll out in phases, and residents will be notified in advance. There will be flexibility in scheduling appointments to ensure a smooth and convenient process.

6. Will I be charged based on how much water I use?

Yes, but not right away. Once meters are installed, a **base rate** will apply, and additional charges will be added if usage exceeds that base. The base will be calculated using last year's water data and the number of utility accounts, the base rate may be adjusted during the transition phase.

To help residents prepare, **"dummy billing"** will be shown on utility bills after installation—so you can see how your usage compares to the new system. **Actual water meter billing is anticipated to begin in the second year after water meter installation.**

7. What support will be available during the transition?

We're committed to supporting residents every step of the way. We'll host **town halls, drop-in events**, and maintain a **dedicated webpage** with updates, additional information, and contact information.

8. Are there any health or privacy concerns with water meters?

No. The water meters being installed are safe and compliant with all regulatory standards. They do not pose any health risks and are designed to protect customer data and privacy.

9. Can I opt out of having a meter installed?

No. Water meter installation is part of a community-wide infrastructure initiative and is required for all properties. This ensures fairness and consistency across the system.

10. How can I stay informed?

Visit www.ashcroftbc.ca for real-time updates, submit questions, or sign up for notifications. You can also follow us on the Village of Ashcroft Facebook page or contact the Village office at 250-453-9161.