

Universal Metering Pilot Project

Three Communities
\$2.05M Funding



**Ministry of
Housing and
Municipal Affairs**



RDOS Water Systems

- 12 water systems
 - 1 is fully metered
- Diverse systems
 - Water sources
 - Treatments
 - User types
 - Number of connections



RDOS Water Systems

- Similarities
 - Pumps & reservoir(s)
 - Watermains
 - Connections
 - Regulatory Bylaw
 - Aging infrastructure
 - Increasing leaks & breaks
 - Reliance on senior government grants



Unmetered management

- Restrictions for managing limitations on supply
- Proactive vs reactive planning can reduce the costs associated with maintaining these utilities
- But how successful are we at reducing use?



Provincial Targets & RDOS Benefits



Ministry of Housing and
Municipal Affairs

climate emergencies

drought resiliency

priority infrastructure projects

decrease flood risks

equipment purchase

installation costs

data analysis

Improve efficiency

modernize infrastructure

well informed users

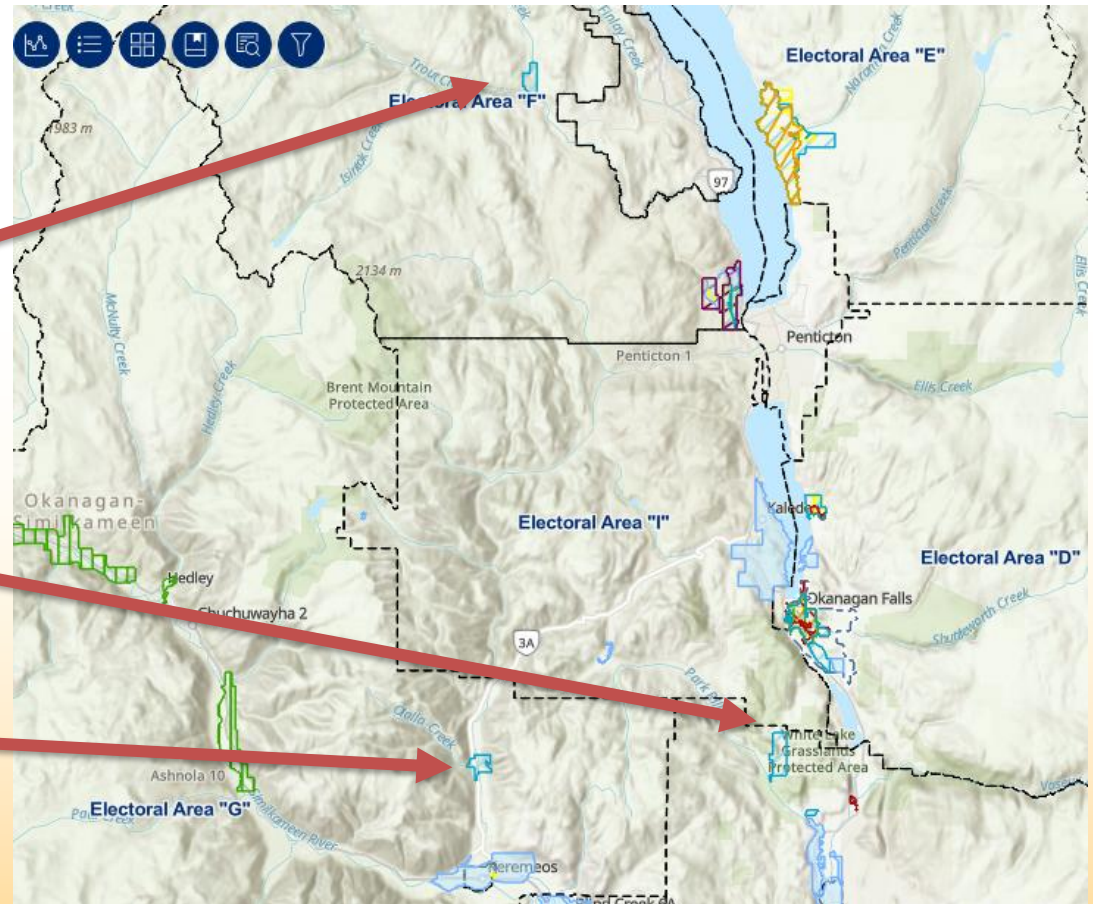
cost effective operations

reduce losses

2025-2026 Universal Metering Projects

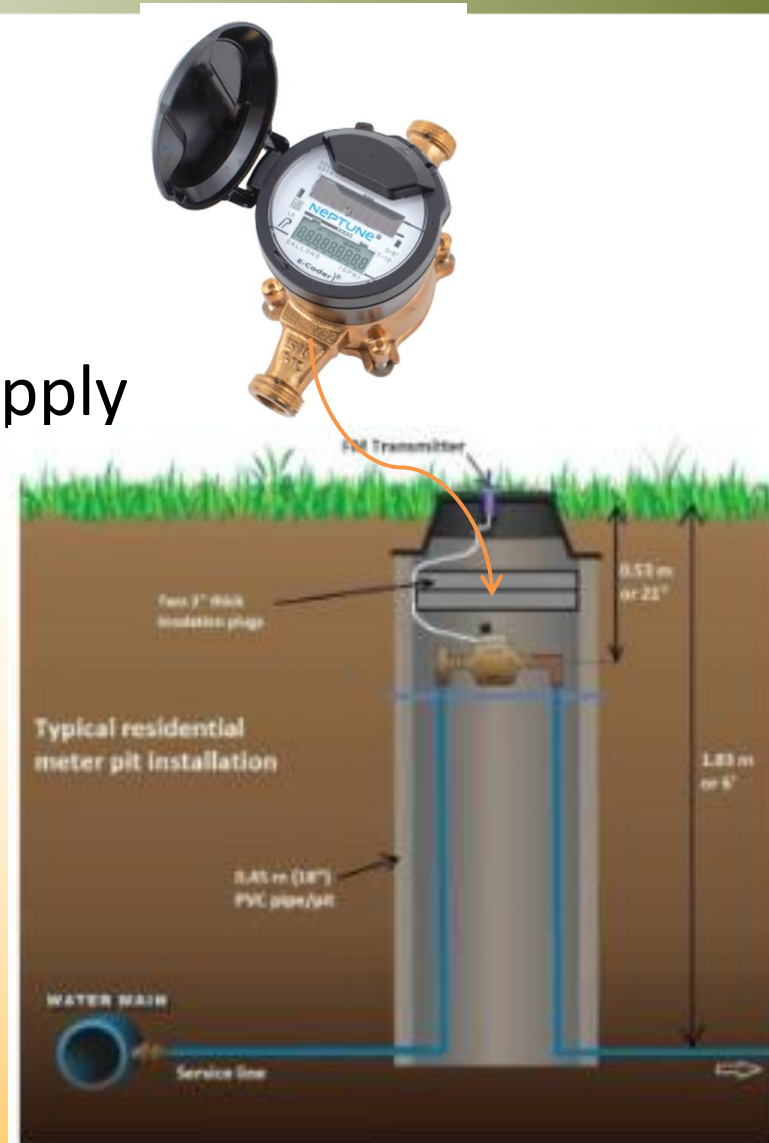
Three RDOS communities approved for the program

- **Faulder**
 - 81 connections
- **Willowbrook**
 - 80 connections
- **Olalla**
 - 159 connections



Details: Provincial Pilot Project

- Small communities
- Residential services
- Unstable/insufficient water supply
- Seasonally high variance in consumption
- Previously unmetered
- Introducing automated consumption technology
 - AMI metering



AMI

Advanced Metering Infrastructure

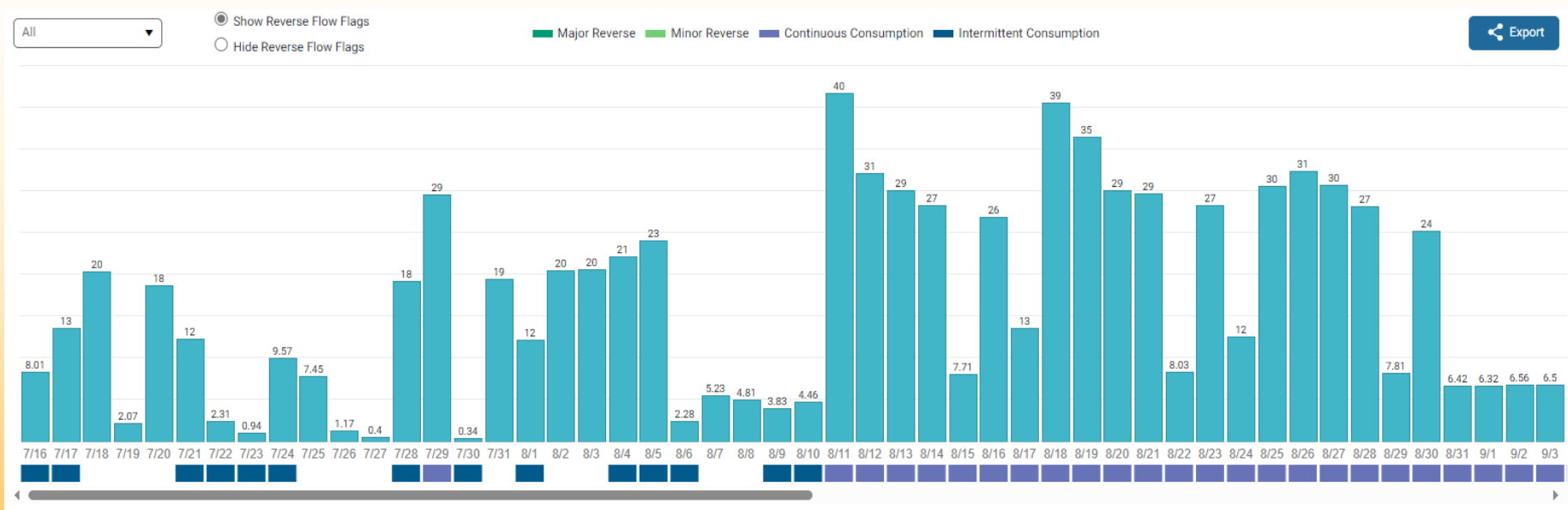
- Automated data collection via receivers installed in the community
- Residents will have the ability to manage and monitor their own water consumption

Neptune® My360™ Consumer Portal



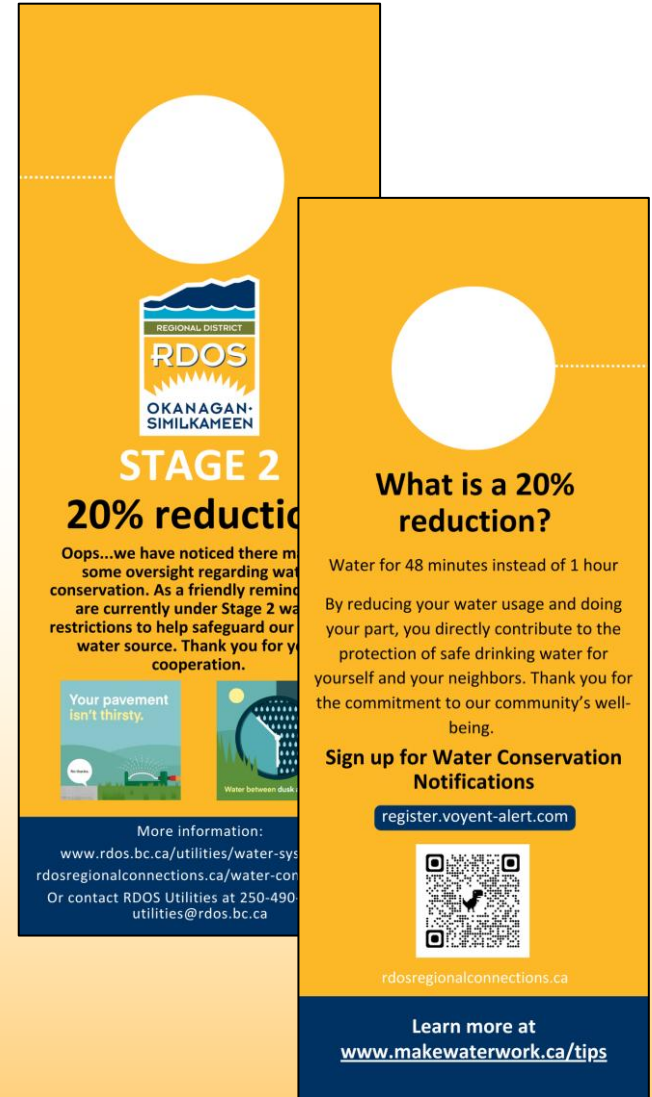
Leak Detection

- Homeowners will be able to monitor and troubleshoot their own systems in near real time.
- System operators can look at the data, isolate watermain areas and identify possible leaks or breaks



Consumption Analysis

- Monthly consumption volume comparisons will provide insight into community use patterns
- Monitor for leaks and abnormal water consumption
- Educate customers on features available in the customer portal
- Improve communication around water restrictions and conservation efforts



STAGE 2
20% reduction

Oops...we have noticed there may be some oversight regarding water conservation. As a friendly reminder, you are currently under Stage 2 water restrictions to help safeguard our water source. Thank you for your cooperation.

Your pavement isn't thirsty.

Water between drizzle.

More information:
www.rdos.bc.ca/utilities/water-systems
rdosregionalconnections.ca/water-conservation
Or contact RDOS Utilities at 250-490-
utilities@rdos.bc.ca

What is a 20% reduction?

Water for 48 minutes instead of 1 hour

By reducing your water usage and doing your part, you directly contribute to the protection of safe drinking water for yourself and your neighbors. Thank you for the commitment to our community's well-being.

Sign up for Water Conservation Notifications

register.voyent-alert.com

rdosregionalconnections.ca

Learn more at
www.makewaterwork.ca/tips

Next Steps

- Cost analysis for each water system to ensure tier rates and structure will be practical for operational costs as well as cost effective for residents
- Creating a 'mock' bill to inform users of detail consumption data and account access
- Host a dedicated training session with the users to review user portal features



Community Meetings

Pre-installation Meetings:

What to expect, timelines, troubleshooting

- Faulder: Oct 23, 2025
- Olalla: Nov 5, 2025
- Willowbrook: Nov 13, 2025



Post Installation Meetings:

Issues encountered, mock billing

- Will be scheduled in Spring 2026
- Introduction to Neptune My360 features
- Account sign-up

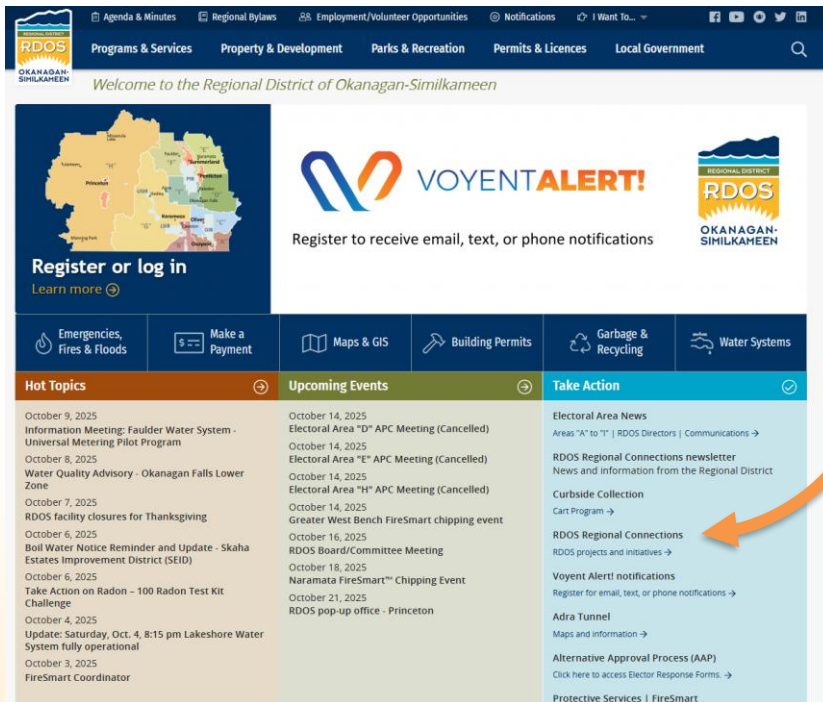


Stay Informed

STEP ONE:

www.rdos.bc.ca

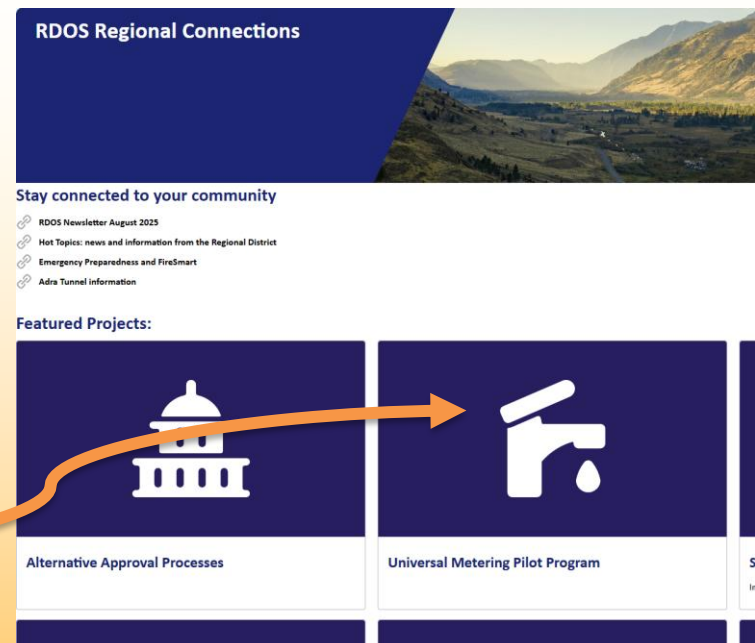
Regional Connections
project page



The screenshot shows the RDOS website homepage. At the top is a navigation bar with links: Agenda & Minutes, Regional Bylaws, Employment/Volunteer Opportunities, Notifications, and I Want To... Below this is a secondary navigation bar with links: Programs & Services, Property & Development, Parks & Recreation, Permits & Licences, and Local Government. The main content area features a map of the region on the left with the text 'Register or log in' and 'Learn more'. In the center is a 'VOYENT ALERT!' banner with the text 'Register to receive email, text, or phone notifications'. On the right is the RDOS logo. Below these are several service tiles: Emergencies, Fires & Floods; Make a Payment; Maps & GIS; Building Permits; Garbage & Recycling; and Water Systems. At the bottom are three columns: 'Hot Topics' (listing various advisories and updates), 'Upcoming Events' (listing meetings and events), and 'Take Action' (listing newsletters, curbside collection, and other initiatives).

STEP TWO:

Universal Metering
Pilot Project Page



The screenshot shows the 'RDOS Regional Connections' project page. It features a header with the title 'RDOS Regional Connections' and a background image of a mountain landscape. Below the header is a section titled 'Stay connected to your community' with links to the RDOS Newsletter, Hot Topics, Emergency Preparedness and FireSmart, and Adra Tunnel information. Further down is a 'Featured Projects' section with two tiles: 'Alternative Approval Processes' (with a building icon) and 'Universal Metering Pilot Program' (with a water meter icon). An orange arrow points from the 'Universal Metering Pilot Program' tile back to the 'RDOS Regional Connections' header.



Key project Information

Universal Metering Pilot Program

Universal metering pilot program funded by the Province of British Columbia.

+ Follow

Home / Universal Metering Pilot Program

Upcoming Events

Olalla Water System Information Meeting

An information meeting has been scheduled for the Olalla Water System regarding the Universal Metering Pilot Program.

Date: Wednesday, November 5, 2025

Time: 6:00 pm - 8:00 pm

Location: Similkameen Recreation Centre, 311 9th Street, Keremeos

[Click here to view the mailout to Olalla residents.](#)

[Click here to view the information meeting poster.](#)

Latest News

“ The Regional District is pleased to participate in this important Universal Metering pilot program. This project provides the RDOS with an opportunity to improve watershed management and improve the sustainability of local water systems going forward. ”

Important Links



RDOS participating in provincial water-monitoring pilot program - May 14, 2025



New water-monitoring program could save 1.5 billion litres a year - May 6, 2025

Who's Listening



Shelley Fiorito

RDOS Manager of Engineering Services

Email: sfiorito@rdos.bc.ca



Questions and Feedback

Questions related to water quality,
the metering program or water restrictions:

250-490-4135

Utilities@rdos.bc.ca

RDOS website

<https://www.rdos.bc.ca/utilities/water-systems/>

RDOS Regional Connections

<https://rdosregionalconnections.ca>

Voyent Alert

<https://www.rdos.bc.ca/newsandevents/notifications/>



Universal Metering Pilot Program
rdosregionalconnections.ca