WATER METER READING SUBMISSION FORM

The City of St. Albert has established a Non-Standard Meter Reading Alternative Program. The program will have the City obtain water meter readings twice per year (April and October), while the utility customer will submit readings to the City the rest of the year. A fee structure for this non-standard program has been approved by City Council.

Readings must be received by the City's Utilities Services by the 15th of the month.

First Name _____ Last Name _____

Street Address _____

Utility Account No. | | | | | | | | |

Eight digits only - This number can be found on your utility bill, near the middle of the bill.

Date of Meter Reading _____

Meter Reading | | | | | |

First five digits only

Instructions on How to Read Your Water Meter and Submit Readings are available on the back of this form.

For questions, please call the City's Utilities Services at 780-459-1520, Option 2.

Personal information provided in submissions relating to the Water Meter Reading Submission Form is collected under the authority of Section 4(c) of the Protection of Privacy Act, SA 2024, c P-28.5, as amended, for the purpose of the Non-Standard Meter Reading Alternative Program. Information collected will be treated in accordance with the Part 1 of the Protection of Privacy Act. If you have questions regarding the collection and use of your personal information, please contact the City's Access and Privacy Coordinator at foip@stalbert.ca or 780-418-6663.

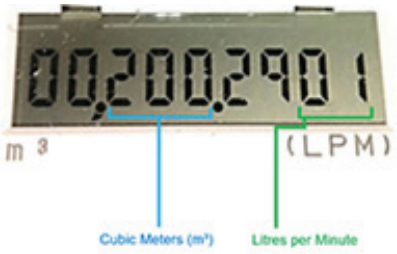
HOW TO READ YOUR WATER METER AND SUBMIT READINGS

Information on how to read your water meter and how to submit readings is also available on the City website at **stalbert.ca/meter-reading**.

How to Read Your Water Meter

- Find your water meter (pictured), which is usually located in the basement.
- Open the cap and shine a flashlight for several seconds over the solar panel (located on the register) to active the LCD.
    - The LCD will toggle between the flow rate and total consumption every six seconds when illuminated.
    - The nine-digit LCD will display your meter reading in cubic meters and flow rate in litres per minute.
- For your water meter reading, you will need to provide the first five digits. In the example below, the five digits that you would submit are 00200.





How to Submit Readings

Once you have the five digits from your water meter reading, you can submit the information the following ways:

1. Meter Reading Online Form **stalbert.ca/meter-reading**. Note: you can submit a photo of your reading if you wish.
2. Meter Reading Paper Form **stalbert.ca/meter-reading**. Download and print off the paper form or pick up a paper form at the Utilities Services office. Once filled out, drop it off at Utilities Services or mail it to:
    - City of St. Albert Utilities Services
      Main Floor, St. Albert Place
      5 St. Anne Street
      St. Albert, T8N 3Z9

Readings must be received by the City's Utilities Services by the 15th of the month.

For any questions on this letter, please contact the City's **Utilities Services** at **780-459-1520, Option 2**