

Bulk Water Station Locations



Both Bulk Water Stations are accessible with your OPERATOR ID and PIN NUMBER, 24 hours a day, 7 days a week.

How to Apply

To obtain an OPERATOR ID and PIN NUMBER submit your WATER SUPPLY PERMIT application at:

City of Maple Ridge, Finance / Property Taxes
11995 Haney Place, Maple Ridge V2X 6A9

Applications are also available online at:

<http://www.mapleridge.ca/359/Bulk-Water-Fill-Stations>

Currently, there is no charge to residential users who acquire a permit. However, all commercial users are required to pay a fee.

Rates are charged per cubic meter of water (1000 L = 1 cu.m.).

Current rates are available online or by calling the Operations Centre.

Have you forgot your
Operator ID or PIN Number?

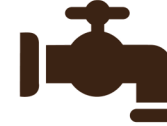
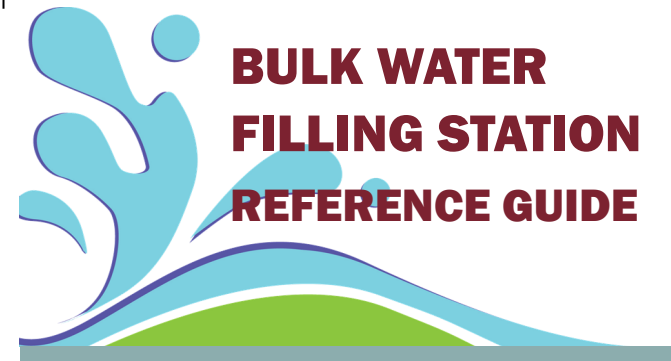
Call the Operations Centre at 604-463-9581 and one of our friendly Staff will be able to assist. We will need to verify your account with a few simple questions.

Bulk Water Filling Stations are accessible with your OPERATOR ID and PIN NUMBER, 24-hours a day, 7 days a week.

Calls received after business hours will be responded to on the next business day.

Questions?

Contact the Operations Centre at 604-463-9581



What is a Bulk Water Filling Station?

In order to make water more conveniently available to residential and commercial customers, the City of Maple Ridge has two clean and secure Bulk Water Fill Stations that meet the BC Drinking Water Protection Act. The Stations are accessible by using an OPERATOR ID and PIN NUMBER which are available at City Hall and can be reloaded at any time for all water filling needs.



CITY OF MAPLE RIDGE OPERATIONS CENTRE

Phone: 604-463-9581 | Fax: 604-467-7360

Email: operationscentre@mapleridge.ca





The Bulk Water Station is equipped with a control unit to select the volume of water to be dispensed. Both locations can be activated with your OPERATOR ID and PIN NUMBER. A permit or account number are not required to dispense water from the push button outlet.

Commercial Users:

- ⚓ Permit is required.
- ⚓ Designated ACCOUNT required with sufficient dollar value for the dollar amount to be purchased.

Residential Users:

- ⚓ Permit is required.
- ⚓ Designated ACCOUNT required. There is no charge for residential users at this time.

Filling Instructions



1. Turn off vehicle's engine and set parking brake when filling water.



2. Connect your fill hose to the fill station attachment couplings for the type of service discharge. (see below diagram)

Service for Residential Users



**25 mm (1 inch) male cam-lock fitting from filling station to female*

Service for Commercial Users



**75 mm (3 inch) male cam-lock fitting from filling station to female*

Service for Hand Held Vessels



*Push Button
(No OPERATOR ID or PIN NUMBER required)*



3. Confirm Arm Switch is in the OFF position, which is located above the dispensing arm.

4. Enter your OPERATOR ID and press Enter.

5. Enter your PIN NUMBER and press Enter.

6. Enter Arm Number and press Enter.

7. Enter the amount of water to dispense (in litres). Press Enter.

8. Push Arm Switch to ON to dispense water.

9. *When completed pull Arm Switch to OFF to end transaction.*

10. *Ensure Cabinet Door is closed.*

To stop flow of water at any time, pull the Arm Switch to the OFF position.



**Cam-lock fittings are available at plumbing supply stores.*

Instructions are also located at each station as well as on the City website at www.mapleridge.ca

The Fraser Health Authority "Guideline for Bulk Water Hauling" can be downloaded from the City website at <http://www.mapleridge.ca/DocumentCenter/View/1042>

Frequently Asked QUESTIONS

VOLUME CONVERSION

$V_L = \text{Imperial Gal} \times 4.54$

Conversions for the most common tank sizes:

| IMP. GALLONS | LITRES |
|--------------|--------|
| 100 | 454 |
| 200 | 908 |
| 300 | 1362 |
| 500 | 2272 |
| 1000 | 4540 |
| 1500 | 6810 |
| 3000 | 13620 |
| 3500 | 15890 |

Forget your OPERATOR ID or PIN NUMBER?

We can provide you with your OPERATOR ID or PIN NUMBER at City Hall, Finance Counter or Operations Centre.

How can I refill my Customer Account?

Visit City Hall, Finance Counter to refill your Account.

Station not operating properly?

Call the Operations Centre.

CONTACT INFORMATION:

Maple Ridge City Hall, Finance Counter

11995 Haney Place, Maple Ridge
604-467-7316
revenue.collections@mapleridge.ca

Maple Ridge Operations Centre

23925 Dewdney Trunk Road, Maple Ridge
604-463-9581
operationscentre@mapleridge.ca

