

We have a shared meter, what are our options?

Pursuant to the Waterworks Regulation Bylaw No. 3213, 2020:

Section 7.3 Single-Metered Multiple Dwellings

In the case of a building or premises that contains two or more dwelling units serviced by a single meter, the Collector must issue a single bill for the entire building or premises except as provided in section 7.4.

Section 7.4 Single-Metered Duplex and Small Bare Land Strata with Four Units or Less Billing

In the case of a duplex that contains two separate legal parcels serviced by a single meter or a bare land strata with four or less legal parcels, which otherwise would not collect strata fees, the Collector will calculate the total billing charges for the parcels and issue a bill to each parcel owner for an equal proportionate share of the total bill, except that the Collector may alter the allocation of the bill with the consent of the owners of all the parcels. Any altered allocation will revert to equal proportionate allocation upon the sale of any one of the properties as updated by Land Titles.

What are our billing options if we have a shared meter in a duplex (building strata), townhouse (building strata) or a bare land strata with four or less units?

You can fill out the [Utilities Service – Alternative Invoice Allocation Request Form](#) (found on our website (www.duncan.ca)) to receive an alternative invoice allocation instead of the equal proportionate allocation. For example, instead of a 50/50 allocation for a duplex you could request a 75/25 split. The form must be filled out, signed by all property owners, and submitted to the Utilities Department. The City will then adjust each period based on the allocation requested.

What are our billing options if we have a shared meter for more than four units?

There are no alternative billing options. The City will issue one bill for the entire Strata. However, there are options for meter installation which you can view information below under meter installation options.

What if I want to have an additional meter(s) installed?

You have two options:

- 1) Have the City install an additional meter(s) up to your property line, or
- 2) Install your own private meter(s) on your private property.

Option 1) Have the City of Duncan install an additional meter(s) up to your property line:

- Contact the Engineering department at 250-746-5321 or engineering@duncan.ca to discuss the possibility of installing additional meters. A drawing showing the preferred location of the additional meter(s) will be required.
- If approved, a Utilities Service Connection Pre-Application form and payment is required prior to a cost estimate being prepared. There is no cost to have the estimate prepared if you have four units or less.
- The estimate must be paid in advance and all owners must each sign a Utility Service Connection Form.
- As the City only installs the meter(s) up to the property line, you must hire a qualified plumber to connect your water line to the new City's meter.
- Billing: Once the new meter(s) are installed, a separate bill will be issued for each separate meter.

Option 2) Install your own private meter(s) on your private property:

- At your expense, a plumber can install separate private meters on your-property that will connect to each unit's separate water line. This would allow separate water consumption tracking for each unit. A plumbing permit will be required for this work.
- Billing: The City would continue to issue one bill to the strata based on the total consumption read on the City's meter.

If you have any questions or require further information, please contact our Utilities Billing department by email: utilities@duncan.ca or phone 250-746-6126.