Online Booking Access Code: refer to the letter that was mailed to you for your booking access code or contact KTI Utility Services at 1-855-508-9288.

Water Meter Replacement Program – appointment needed

Dear Owner / Occupant:

The City of Calgary is beginning a multi-year program to replace residential and business water meters, equipped with updated technology, that will improve how your water meter readings are collected.

The current water meters have a typical life of 15 to 20 years. These meters are being proactively replaced prior to their end of life to ensure continued meter reading and billing accuracy. The updated meters use modern technology to send water meter readings to The City frequently throughout the day, increasing operational efficiency and enabling us to provide you with better customer service.

KTI Utility Services is The City's authorized contractor for water meter installations and will require access to your property to complete the installation. There is no additional cost to you for the equipment or installation, and the replacement will not affect your water service, billing schedule or how you receive your bill.

Book your appointment online

KTI Utility Services technicians are now in your area for a limited time. On average, the installation typically requires 45 minutes to complete. Appointment windows are available from 8 a.m. – 8 p.m., Monday through Friday and 9 a.m. – 5 p.m. on Saturdays.

Book Online
calgary.ca/watermeter

Call KTI Utility Services
1-855-508-9288

Monday to Friday: 8 a.m. - 8 p.m.
Saturday: 9 a.m. - 5 p.m.

What you need to book:

1. Your online booking access code is located at the top of this letter.
2. Up-to-date contact information for your residence or business.

Please book your installation appointment within two weeks of receiving this letter.

Preparing for your installation

KTI Utility Services requires access to your existing water meter and main shut-off valve, which is typically located in your basement where your water service line comes into your property.

- Ensure your water meter and shut-off valve are accessible.
- It is recommended that the homeowner check that their water shut-off valve is working. If the valve is stuck, this may require a longer time to exchange the meter or require additional visits.
- Ensure an adult (18+ years) is available to provide access.

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Benefits of the program

Increased operational efficiency

Currently, your water meter reading is collected using a drive-by system where meter readers drive by your residence or business to gather digital reads of monthly data. The new meters make this unnecessary since they use modern technology to send your water meter reading remotely to The City of Calgary.

Improved water consumption, leak detection and water conservation insights

The new modernized technology will enable The City to provide improved customer service around billing inquiries, leak detection and support water conservation efforts by our customers.

Frequently asked questions

Are all water meters being replaced?

No. If your meter was recently replaced or you live in a newly built property, your water meter will not be replaced. However, an appointment is still needed to install a meter reading device to modernize how the meter is read. Most homes and businesses across Calgary have meters that are approaching the end of their useful life. Both their water meter and a new meter reading device will be installed.

Can I opt out of the installation?

Water meters with modernized meter reading devices will be The City's standard water meter for all customers. As per the Water Utility Bylaw, it is mandatory to participate in this program.

Do I need to check the meter after the installation?

Property owners are encouraged to check their meter within the first 24 hours following the installation. In the rare situation that a problem is detected, please contact KTI Utility Services at 1-855-508-9288.

Who should I contact if I have any concerns?

For concerns related to the water meter replacement program, please contact KTI Utility Services at 1-855-508-9288.

More Information

For more information about the program, please visit **calgary.ca/watermeter**.

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