

## 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 at:

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

Permits are also available online at:  
<http://www.mapleridge.ca/359/Bulk-Water-Fill-Stations>  
and can be emailed to [revenue@mapleridge.ca](mailto:revenue@mapleridge.ca)

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 forgotten your Operator ID or PIN Number?

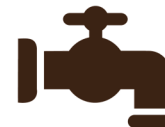
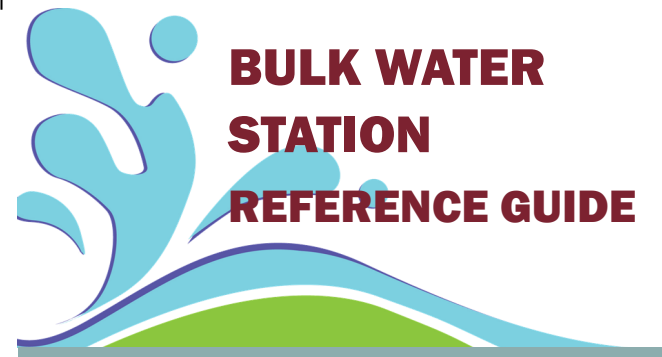
We can provide you with your OPERATOR ID or PIN  
NUMBER at City Hall, Finance Counter or Operations  
Centre. We will need to verify your account with a few  
simple questions.

**Bulk Water 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 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 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](mailto: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)



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



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.

Instructions are also located at each station as well as on the City website at [www.mapleridge.ca](http://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

#### Forgotten 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@mapleridge.ca](mailto:revenue@mapleridge.ca)

##### Maple Ridge Operations Centre

23925 Dewdney Trunk Road, Maple Ridge  
604-463-9581  
[operationscentre@mapleridge.ca](mailto:operationscentre@mapleridge.ca)