Commercial Bulk Water Accounts
Online Payment System User Guide

All commercial water REFILLS must be completed through Simcom, an online payment system. You will login with your own account at water.simcom.tech

Bulk water purchases are non-refundable 2026 rate = $1.70 per cu/m (1,000 litres)

If you are logging in for the first time, make sure you have received an email from simcom@computrolsystems.com with your user name and password as this is required.

If you have not received this email contact Revenue Services at 604-467-7316 or by email at Revenue@MapleRidge.ca

What can I do with the new online account portal?

- View your current account balance
- Add money to your account online
- Review your online payment history
- Generate account reports
- Receive payment receipts by email

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Logging in to Your Account

If an email address was given when your Bulk Water account was setup you will receive an email from simcom@computrolsystems.com. Please make sure to add that email account to your Safe Senders or Contacts in the email program you use.

If you do not receive the email, or cannot locate it, or have not previously given us your email address for your bulk water account please contact us at Revenue@MapleRidge.ca or 604-467-7316 for assistance.

This is the email you will receive with instructions to log in:

Hello [name],

Please be advised that an account has been set up for you to log in to the Simcom system.

Simply point your web browser to **water.simcom.tech**. Do not prefix **water.simcom.tech** with any "www" or **https://**, and do not add ".com" or anything similar to the end.

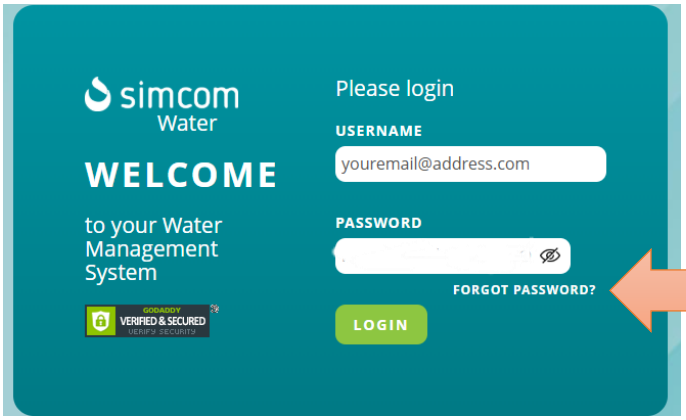
Your username is: [email address]

Your temporary password is: **xxxxxxxxxxxxxx** (note that passwords are case-sensitive).

Once logged in, please click on **User Mgmt** near the bottom of the left-hand pane. Then click My Profile. Once the page loads, you will see a green pencil icon on the right side of the screen. Click the icon; when the page loads, you will be able to change your password.

If you have any trouble, please email **support@computrolsystems.com**, and one of our Support Representatives will be in touch as soon as possible.

If you do not remember the password you were given, or need to reset it at any time, **only you can reset it** by clicking Forgot Password on the site. The City of Maple Ridge cannot reset passwords.



This is the email you will receive when you click Forgot Password, and it is important to remember to add simcom@computrolsystems.com to your Safe Senders or Contacts in the email program you use.

From: **Simcom Support** < simcom@computrolsystems.com >
Date: Wed Oct 14, 2026, 2:53 p.m.
Subject: Reset Password
To:

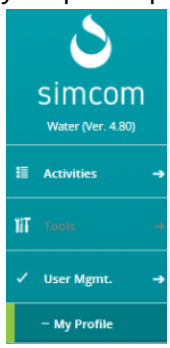
simcom

Thanks for verifying your account!

Please reset your password by clicking here

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Once you are logged in, you will see your profile page with the menu you see below on the left-hand side of the screen.



Under **User Mgmnt.** | **My Profile**, you will see 5 tabs as shown below.



View current account balance

Go to the **BALANCE** tab

Add money to your account

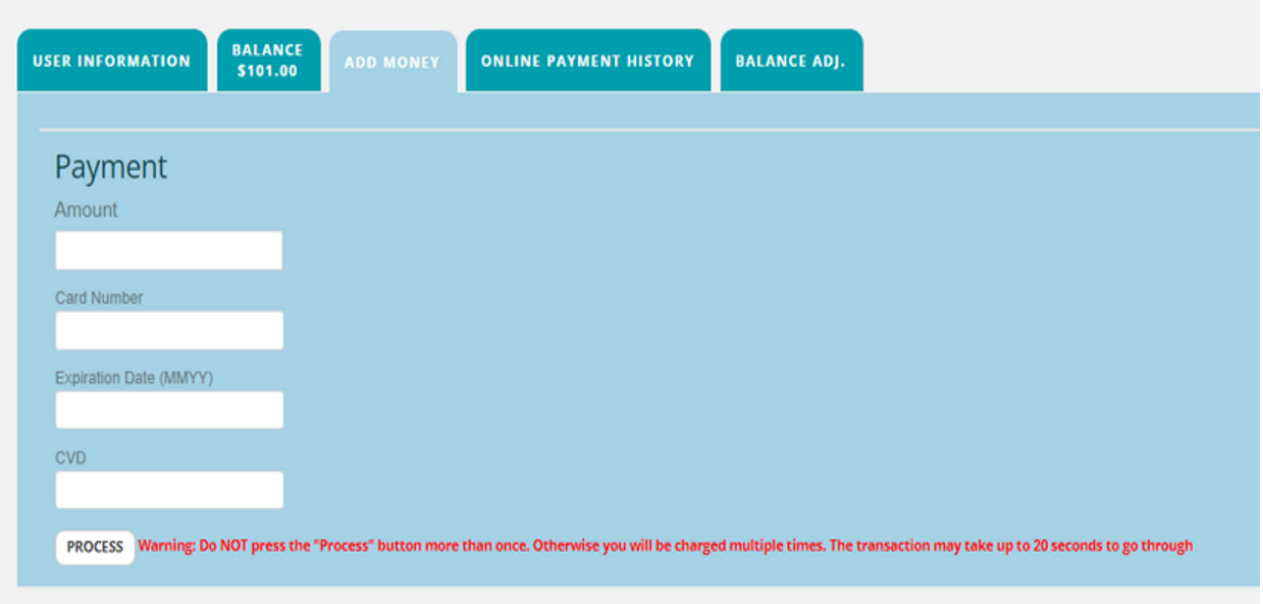
Go to the **ADD MONEY** tab.

We currently accept:

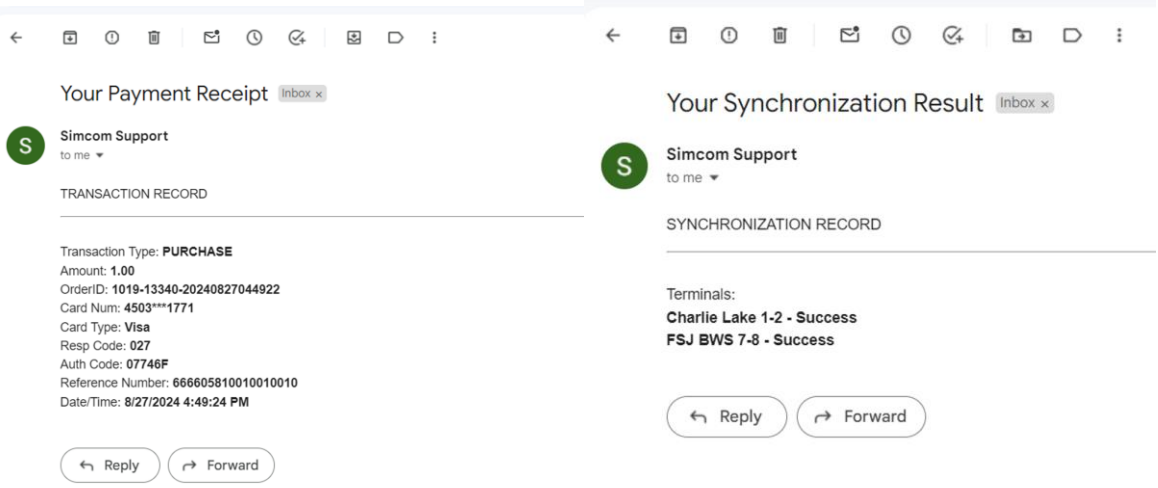
- Visa
- Visa Debit
- MasterCard
- MasterCard Debit

You must make sure NOT to press the **PROCESS** button more than once; otherwise, your card will be charged multiple times. Please be patient as the processing of payments may take up to 30 seconds depending on your device connection (WiFi, mobile device, etc.). This is especially important to keep in mind if you are making a payment at a remote site.

***NOTE:** even though accounts have dollar limits set, pressing PROCESS more than once will still allow the payments to go through as the payments are processed by the credit card provider, not SimCom. If you have accidentally made more than one payment, please contact Revenue Services at Revenue@MapleRidge.ca or 604-467-7316.



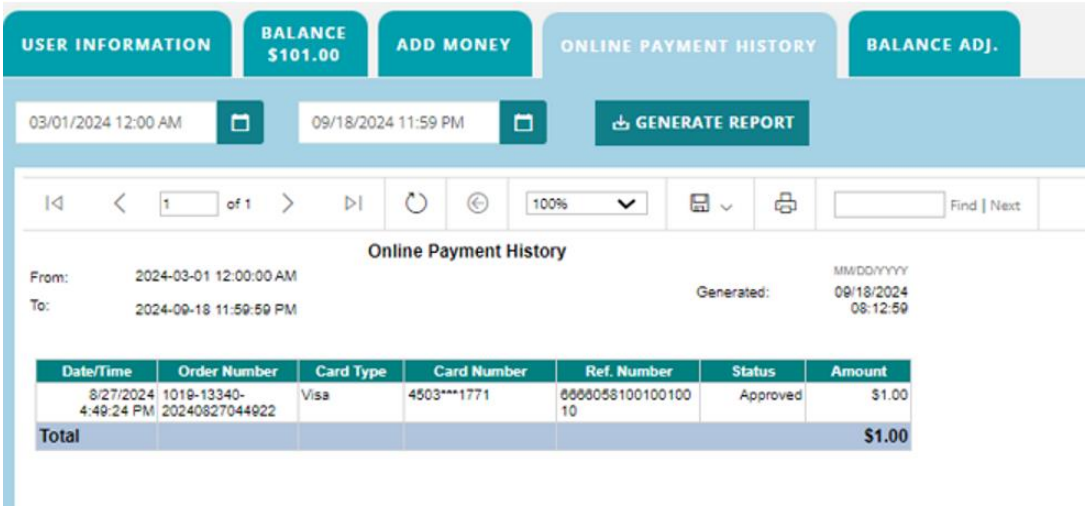
When you add money to your account, you should receive TWO emails: One email is Your Payment Receipt, and the other is a Your Synchronization Result showing your payment has been successfully applied to your SimCom account.



Both emails usually arrive within a few minutes of the actual payment being made, but sometimes there is a longer delay, usually due to the response from Moneris in processing the payment.

Online Payment History/Generate Reports

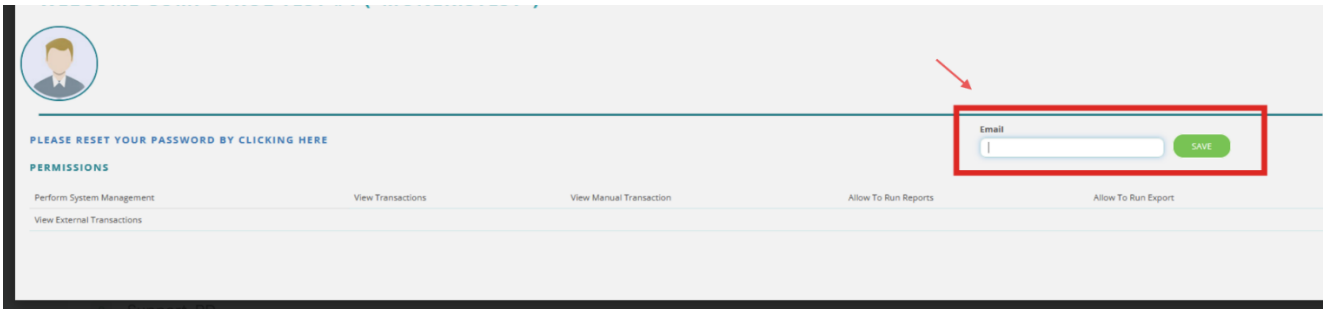
If you would like to find your Online Payment History and/or generate a report, you can do that under the Online Payment History tab.



Change Email Address for Receipts

There may be instances where you may require receipts emailed to another email address, such as an accounts receivable mailbox. You can do this under the **User Information** tab by clicking on the pencil icon on the right side. This does NOT change your account's email address.





Adding an email address to your account

If you have not given us an email address for your account, contact Revenue Services at Revenue@MapleRidge.ca or 604-467-7316 and provide the email address you want to use for your account. Once your account has been updated and set up for online access, you will receive the following email from simcom@computrolsystems.com.

Hello [name],

Please be advised that an account has been set up for you to log in to the Simcom system.

Simply point your web browser to **water.simcom.tech**. Do not prefix **water.simcom.tech** with any "www" or **https://**, and do not add ".com" or anything similar to the end.

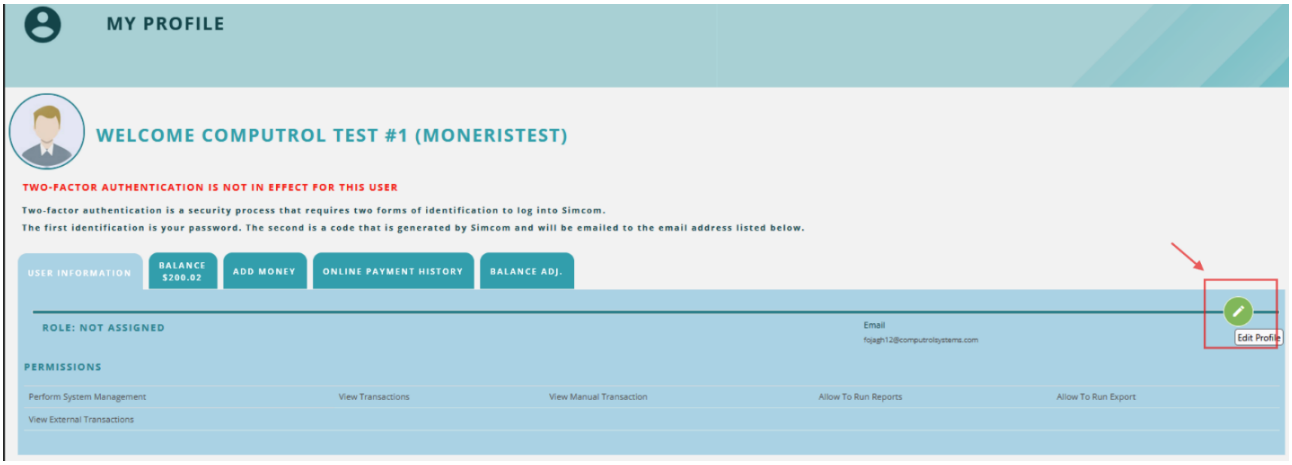
Your username is: [email address]

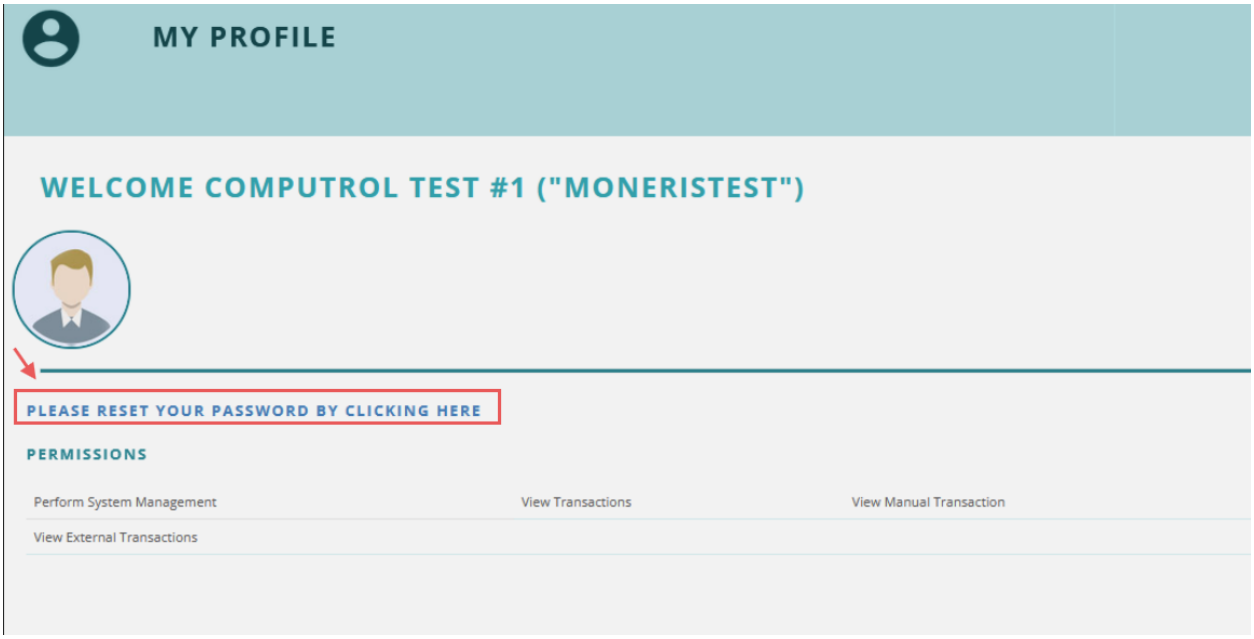
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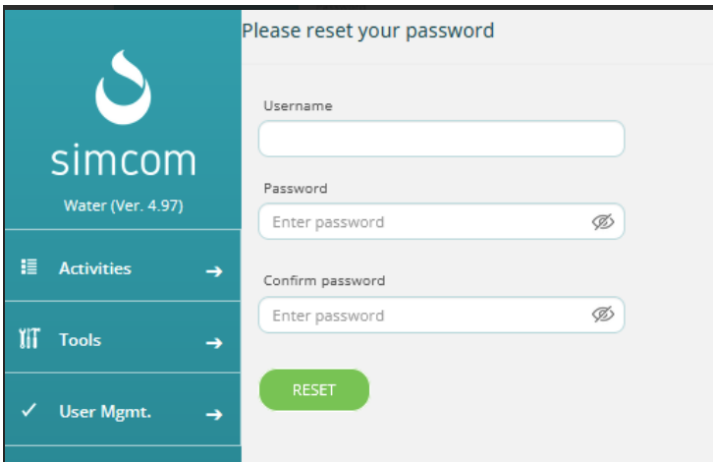
If you have any trouble, please email **support@computrolsystems.com**, and one of our Support Representatives will be in touch as soon as possible.

Your profile screens:





After this step, this page will appear to change the password to a new one:



Once you have changed your password, you will be prompted to login again and you will also receive an email.