

# Station Locations

## Frequently Asked Questions

### How do I refill my FOB card(s)?

FOB cards are tied to the online accounting system that is setup at the time of the registration. Refer to the Account Features section for information on topping up your account balance.

### Can I load my Account or use Credit Cards at the Water Filling Stations?

No. Your account can only be topped up via the online web site provided. The filling station terminals can only read the City issued FOB cards.

### Can I pay with Debit Card?

No, only credit cards are accepted when topping up your online account.

### Online Accounting System is not operating properly?

Refresh or restart the web site. Please be patient, as it may take a while to regenerate. If it still continues to operate incorrectly after 3 tries, please send an email to [Public.Worksinfo@nanaimo.ca](mailto:Public.Worksinfo@nanaimo.ca)

### Filling Station terminal is not operating properly?

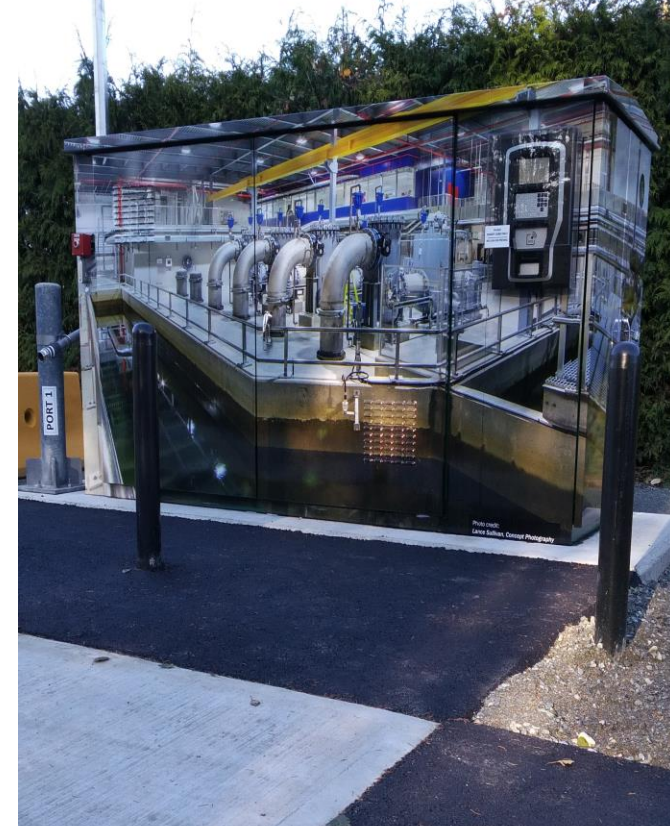
Wait for the system to timeout and restart the process. If it continues to operate incorrectly after 3 tries, please contact [250-758-5222](tel:250-758-5222) or email [Public.Worksinfo@nanaimo.ca](mailto:Public.Worksinfo@nanaimo.ca)

## Lost or Stolen Card

Immediately send an email to the Public Works Dept. with the request to cancel the card.

[Public.Worksinfo@nanaimo.ca](mailto:Public.Worksinfo@nanaimo.ca)

Replacement FOBs are available (apply & pay online) then pick up the new FOB at Public Works. Charges as per Bylaw #7004.15



## WATER FILLING STATION

### REFERENCE GUIDE

*To make water more conveniently available to customers, the City of Nanaimo has installed two clean and secure Water Filling Stations that meet the Canadian Drinking Water Guidelines.*

*Information for creating an account with the City are provided in this brochure. Customers will have the capability of managing their own accounting system and top-up their balance by making payment online.*



**Labieux Road**  
(Between Public Works &  
Fire Station #2)



**Chartwell Road @  
MacMillan Road**

Both Water Filling Stations are accessible with your  
FOB CARD, 24 hours a day, 7 days a week

# How to Apply

Application requests can be done by email following the instructions on the City of Nanaimo web page

<https://www.nanaimo.ca/city-services/water-sewage/bulk-water-filling-station>



Once the City has completed the account setup, an email will be sent to the Applicant with details on their account user name, password and FOB PIN#. This email will also include payment and pick up instructions for the application.

The administration fees (application form processing and 1 FOB card) are \$50. The processing fees are non-refundable. FOB card(s) can be picked up from the front counter of the Service and Resource Centre building located at 411 Dunsmuir Street.

FOB card(s) are tied to the Accounting System and can only be credited/topped up via the online system. Refer to the right for Account access & management

**Rates are charged as per  
Bylaw No. 7004.15**

**VOLUME CONVERSION**  
Conversions for the most  
common tank sizes

| IMP.<br>GALLONS | CUBIC<br>METERS | LITRES | CUBIC<br>FEET |
|-----------------|-----------------|--------|---------------|
| 100             | 0.45            | 455    | 16            |
| 200             | 0.91            | 909    | 32            |
| 500             | 2.27            | 2,273  | 80            |
| 1,000           | 4.55            | 4,546  | 161           |
| 1,500           | 6.82            | 6,819  | 241           |
| 2,000           | 9.09            | 9,092  | 321           |
| 3,000           | 13.64           | 13,638 | 482           |



<https://www.nanaimo.ca/city-services/water-sewage/water-filling-station>

# Account Features

## 1. Account Access

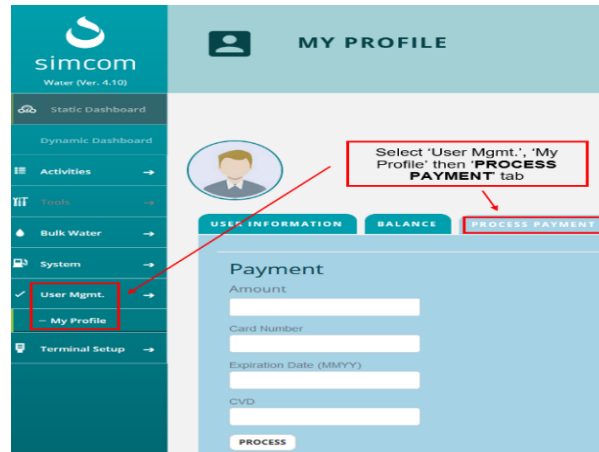
Use the below site. (A Firefox website is required.)

<https://water.simcom.tech/>

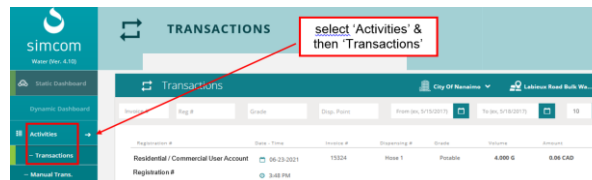
Username & password will  
be sent via email by the City



## 2. Top-up the Account Balance



## 3. Review Transactions



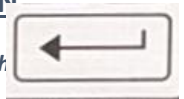
# Filling Instructions

1. Scan your  
FOB card at  
the kiosk  
terminal



## FOLLOW PROMPTS ON SCREEN

If you make a mistake, please wait for the  
system to timeout and restart



2. Enter your 4 digit validation PIN# - Press '**ENTER**'
3. **Hose Connection Confirmation.** Ensure that your HOSE is attached to the fill pipe & receiving vessel.  
Press '**Y & ENTER**' to confirm.
4. **Volume Selection (IMP. Gallons)** '**XXXX & ENTER**'
5. **Dispensing Port Selection**  
Press Port '**1 or 3 & ENTER**' to confirm
6. Dispensing port will begin to fill. The fill will end when requested volume has been dispensed  
OR  
Push '**EMERGENCY STOP**' button to terminate transaction
7. **Shut off your container & disconnect your hose before leaving the station & replace port cap**
8. Receipt email will automatically be sent to the registered account email address

