

# WATER FILLING STATION

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

### How do I use the water filling station?

The water filling stations can be used by anyone (residents or businesses) but require a pre-paid water filling station FOB card to get water from the station.

To apply, email [water.resources@nanaimo.ca](mailto:water.resources@nanaimo.ca) with the email subject line stating **Water Filling Station Card Request**.

Include the following information in your email:

- Business name (if applicable)
- Contact name
- Address
- Telephone number
- Email address

Applications are typically processed within **3 to 5 business days** of receipt. Once your account has been set up, you will receive an email confirming your account details and advising when your FOB card(s) are ready for purchase and pickup.

FOB card(s) must be picked up in person at the **Service and Resource Centre**, located at **411 Dunsmuir Street, Nanaimo**.

Payment of all application and FOB card fees is due at the time of pickup and is non-refundable.

### How much does it cost?

Administration fees (processing the application and issuing a FOB card costs \$50 and additional FOB cards can be purchased at a cost of \$20 each.

Dispensed water costs \$20.72 per 1,000 imperial gallons taken (or pro rated at that amount for any volume taken) – **2026 cost charges**

*NB: water filling station rate charges are the same for residents and commercial water users*

### How do I use the FOB card at the water filling station?

Once you receive your FOB card from the City, you'll have to load it up with money first using your *Simcom Water Management System* account.

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The City will create a username and password for you so you can access the Simcom software.

First, load the FOB card with some money in your Simcom Water Management account.

### **Filling Station Procedure:**

- Take the cap of the end of the water filling station dispensing port that you want to use and connect your hose to the water filling station camlock fitting and connect the other end of your hose to your water container
- Swipe the FOB card at the water filling station terminal
- Follow the terminal instructions
- Enter your 4-digit FOB card PIN security/validation number supplied by the City then press 'enter'
- Is your hose connected? Answer 'Y' (for yes) and press enter
- How much water do you want? (minimum is 15 imperial gallons) – enter your desired volume of water and press 'enter' e.g. 220 'enter'
- What dispensing port are you using? The port numbers are marked at each station. Labieux Road only has one port (port 1), but Chartwell Road station has two ports (port 1 and port 3) – so enter 1 or 3 then press 'enter' depending upon what side of the kiosk you are filling up at
- Within a few seconds the water will flow from the station and begin filling your container
- If you put too much volume in the terminal when you entered your desired water amount and **if your water container starts to overflow, then press the red EMERGENCY STOP button** (you'll only be charged for the amount of water taken when the water stopped)
- When finished, shut off your container, disconnect the hose camlock from the filling station and your container. Then please replace the camlock cap at the end of the filling station dispensing port

### **Can I pay for water at the filling station? And can I pay with a debit card?**

No, the terminal only accepts pre-loaded FOB cards topped up using your online Simcom account. Only credit cards are accepted when loading your Simcom account

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### Why can't I get any water from the station?

You probably don't have enough money in your Simcom account. Please check your account balance and top up your account balance.

### How do I load my FOB card?

Using a **FIREFOX WEB BROWSER** go to the Simcom water web site

<https://water.simcom.tech> and enter the username and password that the City supplied to you.

The Simcom web page may have a software update summary box – (just close it with the cross in the top right-hand corner of the dialog box)

Then (in the left side of the web page) go to **“User Mgmt”** and click on the arrow

Then click on **“My Profile”** and three tabs will be displayed – ‘user information’ ‘balance’ and ‘process payment’

**Click ‘BALANCE’ tab** – gives you the current available balance in your account in \$

**Click ‘PROCESS PAYMENT’** to load money into your Simcom account

Using a Mastercard or VISA card (NOT a credit debit card) enter the following

- Amount – the dollar amount without a dollar sign \$ - e.g. 100.00 for \$100
- Card number - enter the 16-digit credit card number with no spaces between the numbers
- Expiration date (MMYY) – enter the month in numbers and the last two digits of the year e.g. August 2021 enter 0821 no spaces or brackets
- CVD- enter the three digits on the back of your credit card then press Process

It may take up to a minute to process the payment and if approved it will provide you with a receipt for your records. If not approved repeat the above four steps. If that fails, try a different credit card.

# WATER FILLING STATION FREQUENTLY ASKED QUESTIONS (FAQ'S)

**Remember to logout your Simcom account once complete.**

## **Why can't I load money onto my Simcom account? I see the account, but the balance tab is blanked out**

You probably are not using the correct web browser. What browser are you using? Using Safari (on a Mac) or Internet Explorer or Google

Chrome (on a pc) Simcom account software may or may not work correctly. **You need to use Firefox web browser**

## **Where are the water filling stations?**

The City installed two dedicated water filling stations on Labieux Road, Nanaimo (between the Firehall #2 and the City of Nanaimo Public Works yard) and at Chartwell Road, Cedar.

## **When are the water filling stations open?**

Both the City's water filling stations are open 24 hours a day, 7 days a week, 365 days per year.

**However, should any technical difficulties arise at the water filling stations or with the Simcom software during weekends or on public holidays then there will be NO assistance available from City staff and the filling station will remain inoperable until the next business day at the earliest.**

## **What kind of fitting do I need to connect to the water filling station?**

All of the dispensing ports are fitted with a A200 (stainless) 2-inch male grooved camlock hose connection. Please ensure that you have the correctly sized female camlock coupler (with arms) to connect your hose to the dispensing port.

## **What is the water pressure and water flow rate out of the water filling station ports?**

The potable water is dispensed from the filling station port through a 2-inch camlock fitting at a flow rate of 12 litres per second and the water pressure is in the region of 118 pounds per square inch. Neither the flow rate or water pressure can be reduced in the filling station.

# WATER FILLING STATION FREQUENTLY ASKED QUESTIONS (FAQ'S)

## **Why is my FOB card not getting read at the water filling station terminal?**

If the FOB card fails to work, please wait a minute until the terminal resets itself and it should work correctly.

## **Why does the volume of water requested at the water filling station terminal not match the volume stated on my e-mailed receipt?**

The volume of water recorded on the transaction receipt sometimes varies from what was requested at the terminal due to the following:

- To meet Island Health regulations reducing the potential of water contamination to the next water filling station customer through back siphonage and to prevent the dispensing port from freezing in the winter, a small amount of water recorded in the water meter (and paid for by the customer), is drained from the kiosk pipework into a drain beneath the kiosk. This is why you may notice water 'leaking' from underneath the water filling station kiosk.
- When the filling station terminal water meter reaches the desired volume of water requested it automatically closes and shuts off the water dispensed from the port. However, your hose connecting the dispensing port to your water container is still full of water and this water is 'lost' when you disconnect the hose from your water container and the dispensing port. For example, a 20 foot long (6m) hose that is 2 inches (50mm) in diameter holds 2.6 imperial gallons when full (rounded up to 3 imperial gallons) and this 'lost' water costs 5 cents at 2021 prices.

## **I lost my FOB card can I get another one?**

Yes, but a replacement FOB card costs \$20

NB - Simcom customer accounts only allows for a maximum of three FOB cards on any one account, so a second customer account may be required if the number of FOB cards administered exceeds three including lost FOB cards.

## **Why doesn't the e-mail receipt tell you what balance you have left in your account?**

You need to regularly review your current balance of your FOB card in your individual Simcom Water Management System account

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(A pre-paid FOB card works similarly to your bank debit card – i.e. when you make any purchase with your bank card your receipt doesn't tell you what your bank account balance is!)

### **Can I cancel my water filling station account? If so, how do I get any outstanding balance back?**

Yes, the City can terminate your Simcom account and provide a refund on the outstanding account balance. The refund cheque may take up to two weeks to receive the money to allow for administration processing and postage.

All the City asks is that the FOB card is returned to the City of Nanaimo, Public Works Yard, 2020 Labieux Road, Nanaimo.

### **What is the quality of water dispensed at the water filling stations? What is the pH and hardness of the City's water?**

Potable water dispensed at both water filling site locations is the same water that is used by Nanaimo residents. This treated water meets and exceeds the Drinking Water Regulation requirements.

In addition, to prevent possible cross contamination from other sources each filling station is fitted with a double check valve

Please go to the City's web page and check the latest Water Quality Report for the previous year's potable water test results

<https://www.nanaimo.ca/city-services/water-sewage/water-supply-and-treatment/reports>