



NEW WATER  
SALES WEBSITE



## Water Sales Stations Frequently Asked Questions (FAQs)

### How do I sign up for a Water Sales Account?

If you are creating an account for the first time, or switching over from the old FOB system, you will need to come in to City Hall in person or call 311 in order to set up a new account.

### How do I add money to my online Water Sales Account?

1. Go to [water.simcom.tech](http://water.simcom.tech) and login: enter your username and password.

2. Click on “User Mgmt.”, then click on “My Profile”.

3. Click on “Process Payment” and enter the amount you would like to add to your account, your credit card information, and then click “Process”.

## Where are the Water Sales Stations located?

### Residential Potable Water Stations

- are open 24/7 and are located at:
  - 2040 Alaska Highway (across from Peace River Regional District Office/ Dawson Creek Golf Course)
    - 2 stations for Residential filling, 2 for Commercial
  - 204 116 Avenue (just past the Dawson Creek Vet's Office/Fall Fair Grounds)
    - 1 station for Residential filling, 1 combined for Commercial or Non-Potable use

To haul residential water you will need:

- a water tank
- about 8 feet of hose
- a 2 inch cam-lock coupling (female end)

### Industrial Non-Potable Water Station

- located at 204 116 Avenue
- lower valve only (not overhead valves)
- 3-inch female cam-lock required

### Reclaim Facility: 11604-1 Street

- Facility for supply of reclaimed wastewater for specific purposes – agreement required.

### Trucked Waste Facility: 248-115 Ave

- Facility for disposal of trucked wastewater and sewage– agreement required.

## How do I use the water sales stations?

The potable water filling stations can be used by anyone (residents or businesses), but require a pre-made account to be set up through the Finance Department at City Hall. The account is then accessible online and money can be added as needed by each account owner.

To create a new account or transfer an account from the old FOB system (pre-May 2022), you must visit City Hall or call (250)784-3600 to complete a simple and straightforward process.

Once an account has been made and you have a username and password, you can begin to manage your account online and add money to your account using the online payment system.

## How much does it cost?

The current water rate is listed in the Fees & Charges Bylaw located on the City website at <https://www.dawsoncreek.ca/departments/corporate-administration/bylaws/>, as approved by Council.

## Can I pay for water at the filling station kiosk? Can I pay with a debit card?

No, the onsite kiosks are not point-of-sale (POS) systems and you will not be able to add money to your account through the kiosks onsite. Money must be added through your online account prior to attempting to receive water from the Water Sales Stations. Only credit cards are accepted when loading money onto your online account.



**How do I use the system at the Water Sales Stations?**

Once you have created an account at City Hall, or switched your old account over to the new system, you will need to load it up with money first. City Staff will create a Username/Password for accessing your online account, as well as a Credential # and Validation # so you can access your account at the stations. Scan the QR Code on the first page of this document to locate the water sales website (simply open the Camera app on your phone, and hold it in front of the QR Code), or visit <http://www.water.simcom.tech/>.

At the Water Sales Stations, follow this procedure:

1. Enter your Operator ID and Validation Code
2. Confirm your hose is connected and your valve is open
3. Enter the volume of your tank (if you don't know the volume of your tank, guesstimate and shut the valve off early to prevent wasting water)
4. Verify that your account has enough money
5. Push and hold the open button on the wall or on the pendant until desired flow is reached (about 10 seconds for full flow)
6. The fill will end when requested volume has been dispensed or when you press the stop button on the wall or pendant once
7. Ensure your tank's valve is fully closed and the hose is disconnected and stored securely before leaving
8. A receipt will automatically be emailed to you



**Did you know?**

Press the STOP button once and it will begin to close. The closing of the valve takes 5 seconds from fully open to fully closed.

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

Ensure you are using the correct station for your water hauling account: residential or commercial. Alternatively, you might not have enough money in your online account. Please check your account and add money if needed.

**What are standard tank sizes?**

You will need to enter the volume of your tank in Litres (L) at the Water Sales Stations. If you do not know the volume of your tank in Litres and/or if your tank size is not listed below, multiply imp gallons by 4.546 to get liters, or US gallons by 3.785.

**STANDARD TANK SIZE CONVERSION CHART**

Imperial Gallons (imp gal.)	US Gallons (US gal.)	Litres (L)	Cubic Metres (m <sup>3</sup> )
420	504	1909	1.909
225	270	1023	1.023
200	240	909	0.909
185	222	841	0.841
150	180	682	0.682
125	150	568	0.568

*\*The Water Sales stations will always display volume in Litres (L) dispensed.*

