

Station Locations



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

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

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 or email 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

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.

How to Apply

Applications can ONLY be made online at the City of Nanaimo web page

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

Complete the applicable online application form and pay the applicable fees.

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#

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 Public Works Office (8am to 4:30pm, Monday to Friday)

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



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

Account Features

1. Account Access

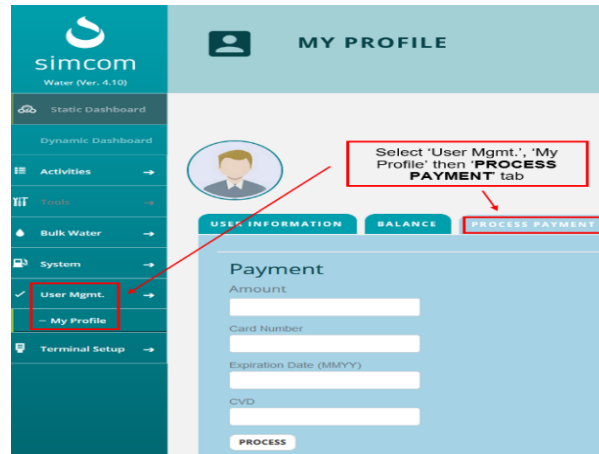
Use the below site. (A Firefox website is required.)

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

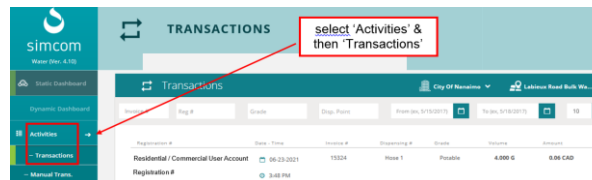
Username & password will be sent via email by the City



2. Top-up the Account Balance



3. Review Transactions



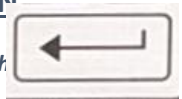
Filling Instructions

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

