

# Special Meter Reading Request Guide

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## Required Information

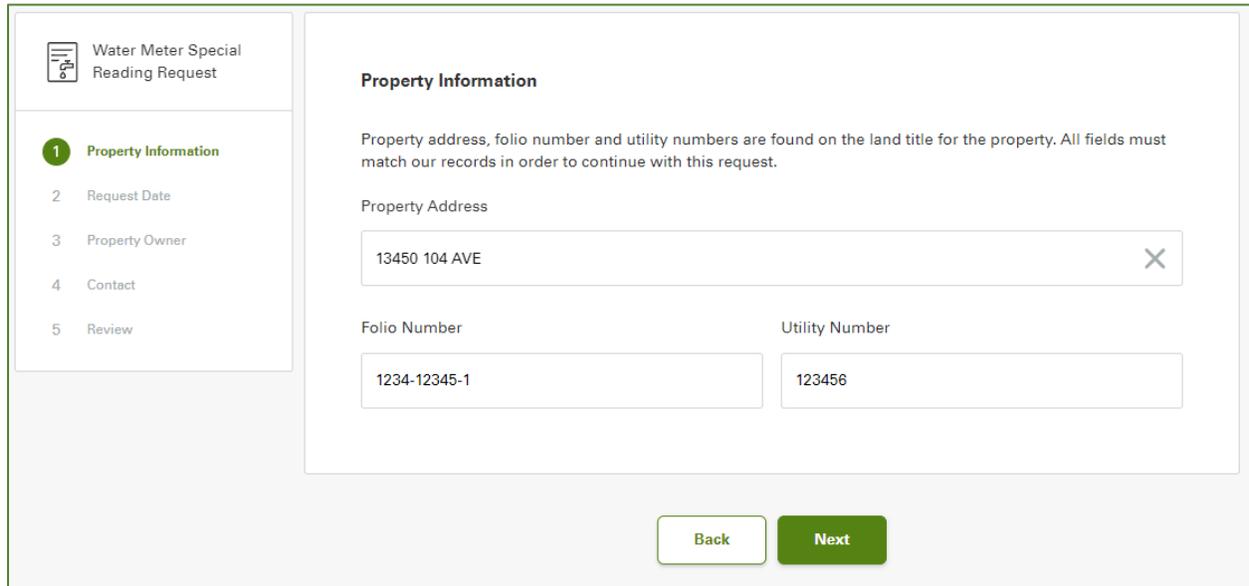
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1. Property Address
2. Folio Number
3. Utility Account Number
4. Property Owner Name (Person/Other)

## Special Meter Reading Request Steps

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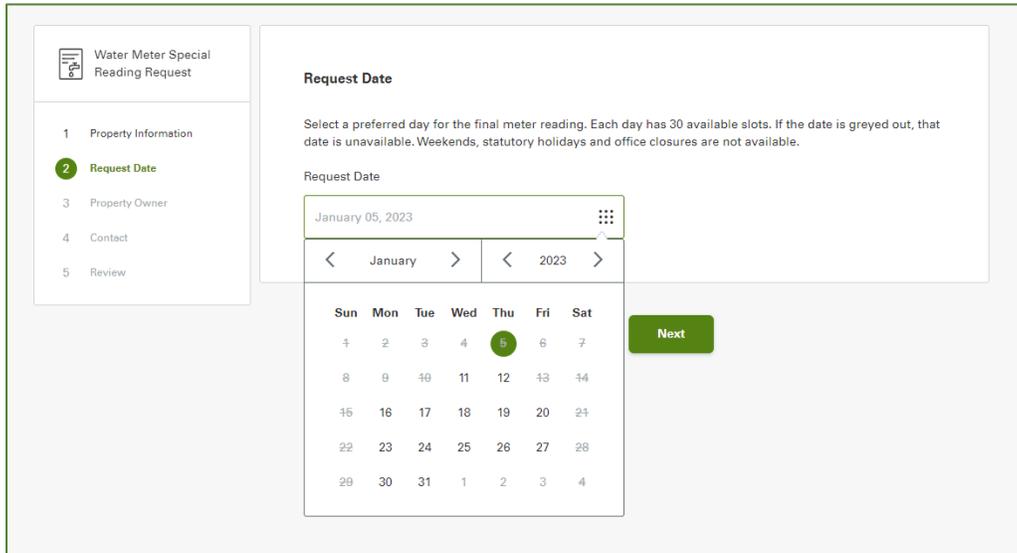
1. Enter in the property address, folio number and utility account number into the respective fields and click **Next**.



The screenshot shows a web form titled "Water Meter Special Reading Request". On the left is a vertical navigation menu with five steps: 1. Property Information (highlighted with a green circle), 2. Request Date, 3. Property Owner, 4. Contact, and 5. Review. The main content area is titled "Property Information" and contains a note: "Property address, folio number and utility numbers are found on the land title for the property. All fields must match our records in order to continue with this request." Below the note are three input fields: "Property Address" (containing "13450 104 AVE"), "Folio Number" (containing "1234-12345-1"), and "Utility Number" (containing "123456"). At the bottom of the form are two buttons: "Back" and "Next".

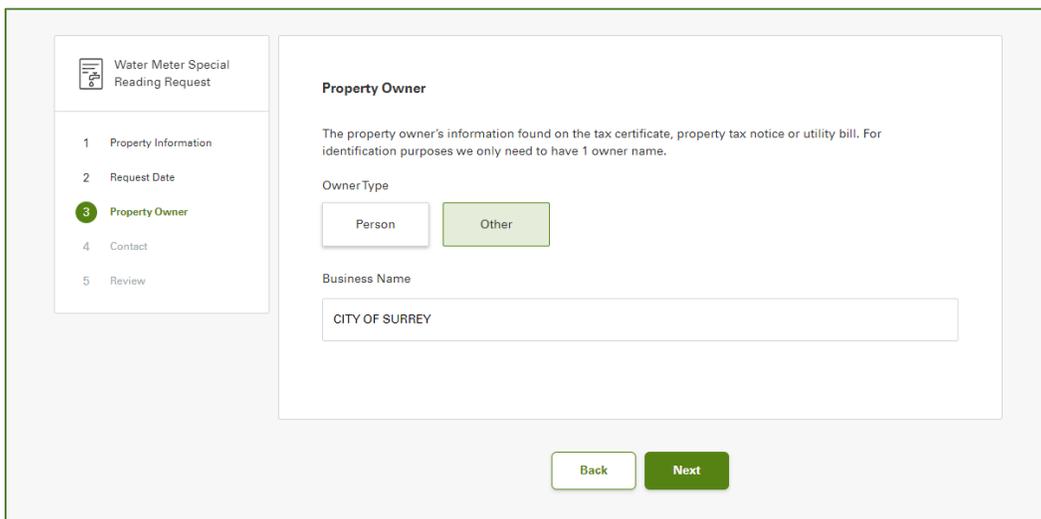
If you are unable to search a specific utility account, please confirm if the charges on the tax certificate or utility bill are annual or metered. Annual utility accounts do not require a final meter read. If it is a metered account, please ensure all values (e.g. Folio number) are entered in correctly.

2. Select the date you would like to request the special meter read for. **Please note if the date is greyed out, that date is unavailable. Weekends, statutory holidays and office closures are not available.** Click **Next**.



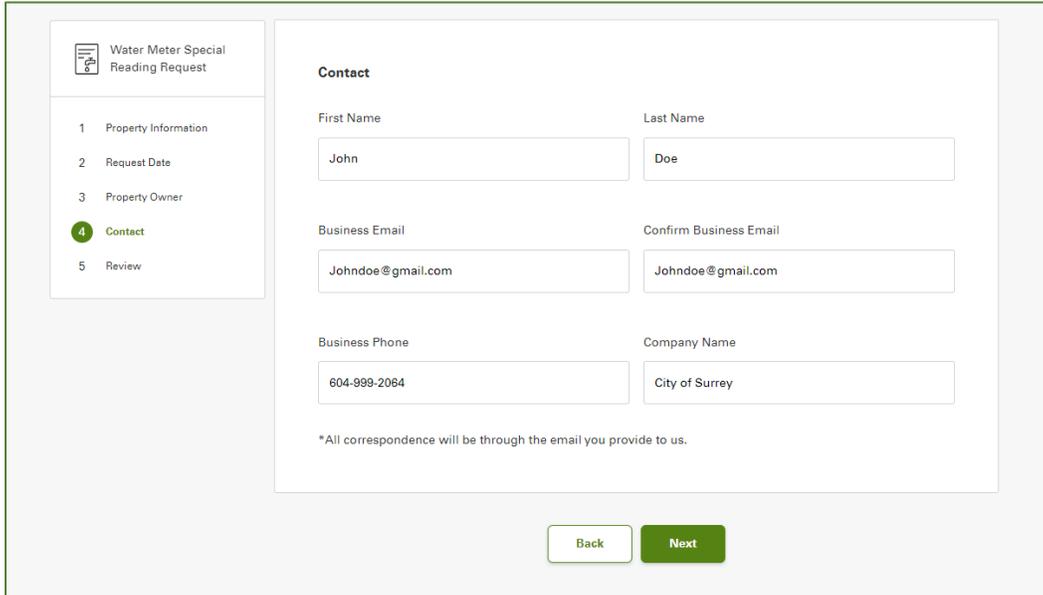
The screenshot shows the 'Request Date' step of the 'Water Meter Special Reading Request' process. On the left, a navigation menu lists five steps: 1. Property Information, 2. Request Date (highlighted with a green circle), 3. Property Owner, 4. Contact, and 5. Review. The main content area is titled 'Request Date' and includes the instruction: 'Select a preferred day for the final meter reading. Each day has 30 available slots. If the date is greyed out, that date is unavailable. Weekends, statutory holidays and office closures are not available.' Below this, there is a date selection interface showing 'January 05, 2023' in a dropdown menu. A calendar for January 2023 is displayed, with the 5th of the month highlighted in a green circle. To the right of the calendar is a green 'Next' button.

3. Enter the property owner name. If the property owner is an individual, please select the “Person” option and enter in the property owner’s first and last name. If the property owner is a company or other entity, please select the “Other” option. If you need to clarify the owners name, reach out to Property and Payment Services at 604-591-4181. Once the owner information is entered successfully, click **Next**.



The screenshot shows the 'Property Owner' step of the 'Water Meter Special Reading Request' process. On the left, the navigation menu is updated: 1. Property Information, 2. Request Date, 3. Property Owner (highlighted with a green circle), 4. Contact, and 5. Review. The main content area is titled 'Property Owner' and includes the instruction: 'The property owner’s information found on the tax certificate, property tax notice or utility bill. For identification purposes we only need to have 1 owner name.' Below this, there is an 'Owner Type' section with two buttons: 'Person' and 'Other'. The 'Other' button is highlighted in green. Underneath, there is a 'Business Name' field with a text input box containing 'CITY OF SURREY'. At the bottom of the form, there are two buttons: 'Back' and 'Next'.

4. Enter your contact information. All fields are required and cannot be left blank. *If you are a resident or business owner requesting a special meter read request, you can put your name as the business name.*



Water Meter Special Reading Request

1 Property Information  
2 Request Date  
3 Property Owner  
4 **Contact**  
5 Review

**Contact**

First Name: John  
Last Name: Doe

Business Email: Johndoe@gmail.com  
Confirm Business Email: Johndoe@gmail.com

Business Phone: 604-999-2064  
Company Name: City of Surrey

\*All correspondence will be through the email you provide to us.

Back Next

5. Review that the information provided is correct. If it is correct, you can submit your request. **Please allow up to seven days after your requested reading date for the bill to be emailed out.** You will see a confirmation screen and receive a confirmation email for each request. If you need to change or cancel a special meter reading, contact [SpecialMeterReads@surrey.ca](mailto:SpecialMeterReads@surrey.ca)

**Thank you, your request has been submitted.**

**Order ID: P-WMR-22-1672958722715.**

The final water meter reading and bill will be sent to Johndoe@gmail.com.

If you have any questions regarding this request you can email [SpecialMeterReads@surrey.ca](mailto:SpecialMeterReads@surrey.ca) with your **Request ID: 1419390.**

A copy of this receipt will be sent to your email, please keep this for your records.

In the event we can't complete your water meter reading on your requested day, we will attempt it the next business day.

**If you have any questions, or require additional assistance, reach out to [SpecialMeterReads@surrey.ca](mailto:SpecialMeterReads@surrey.ca) or call 604-591-4181.**