

From: ["van Dyk, Donny"](#)

To: ["Direct to Mayor and Council"](#)

Date: 2/3/2026 1:20:31 PM

Subject: Accelerated Water Metering happening in Kerrisdale, Shaughnessy and Dunbar - Beginning February 2026

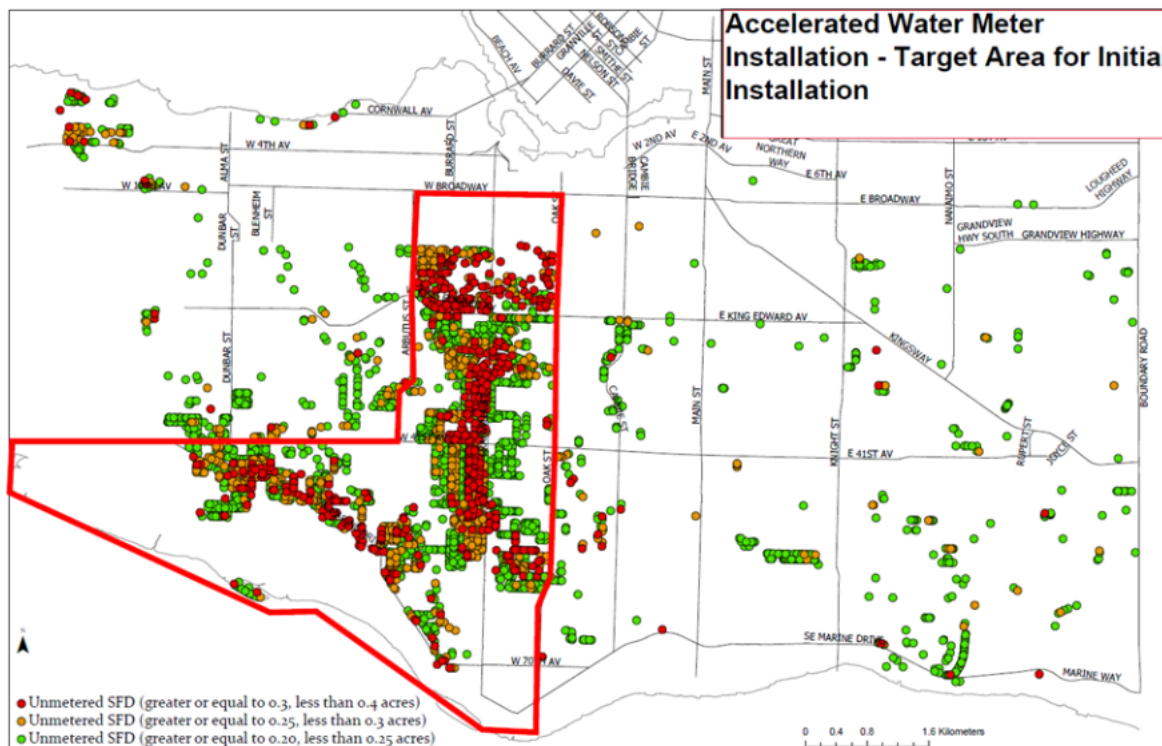
Dear Mayor and Council,

This is an update to inform Mayor and Council that the City of Vancouver Drinking Water Utility will soon be installing hundreds of water meters at unmetered single detached and duplex homes as part of the Accelerated Water Metering Capital Program.

This program is a key component of Vancouver's Water Demand Management Strategy, which Council approved in April 2025 (RTS 17801), along with the water meter supply and installation contract approved by Council in September 2025 (RTS 18122).

The first phase of this multi-year project will target installation of approximately 5,000 water meters. Starting in February 2026, City crews and contractors will begin installing water meters in the Kerrisdale, Shaughnessy, and Dunbar neighbourhoods. The southwest portion of the City was identified as the most cost-effective initial installation zone, as many neighbourhoods have large residential properties, and a high proportion of residential properties are unmetered.

Future phases of the project will continue across the City over the next several capital plans until all properties in Vancouver have water meters.



## Public Communications

To inform residents of the upcoming work and associated impacts, the City will implement the following communication measures:

- Direct notification to property owners through mailed letters outlining anticipated changes to water service, including:
  - o What to expect before, during, and after water meter installation
  - o Updates to utility billing and how it will differ from the current system
  - o Steps homeowners can take to prepare, including identifying and addressing on-site leaks
- Program information updates on the City's website, providing clear and accessible details about the water meter installation program, and information about the water meter, what to expect during the water meter installation, and effects to utility billing.
- A dedicated program email address to allow residents to submit inquiries and receive timely responses
- Updates to 311 service information to ensure customer service representatives are equipped to support public inquiries throughout program implementation
- Advance on-site notification through door hangers delivered 1–2 days prior to installation, alerting homeowners so they can prepare for brief water service interruptions

Email address: [accelerated.metering@vancouver.ca](mailto:accelerated.metering@vancouver.ca)

Website url: [vancouver.ca/accelerated-metering](http://vancouver.ca/accelerated-metering)

If you have any questions, please feel free to contact Lon LaClaire at 604-873-7336 or [lon.laclaire@vancouver.ca](mailto:lon.laclaire@vancouver.ca).

Thanks,  
Donny

Donny van Dyk (he/him)

City Manager

City of Vancouver