

Water Meter Gasket Replacement

The City of Red Deer - Water Distribution has found select water meter gaskets installed from 2013 - 2015 need replacement. It is imperative to replace these gaskets to prevent leaks and service issues that may cause damage. City staff will complete this work at no cost to residents. To ensure efficient service delivery, the operator may arrive up to 30 minutes before or after your scheduled appointment time.

Will I need to be home?

Yes, an adult (18 years or older) must be present during the appointment.

Will my water be shut off?

Yes, your internal valve(s) will need to be temporarily closed to replace the gaskets for the water meter.

How long will it take?

The appointment should take anywhere between 10-20 minutes. A City staff member will arrive as close to your scheduled appointment time as possible and will carry official identification.

Where is my water meter located?

Your water meter should be in the basement where the water line comes in. The old water meter remote on the outside wall of the property is obsolete and no longer working. The water meters now have Automated Meter Reading (AMR) technology and are read once a month by a drive-by system.

Where in Red Deer are you replacing the gaskets?

We will be replacing gaskets throughout the city on water meters that were installed or exchange between 2013-2015. We will be rolling out new subdivisions throughout the year as other subdivisions get completed.

What if I need to cancel or reschedule my appointment?

Please cancel or reschedule through the appointment email you received, or you can rebook at reddeer.ca/gaskets

Further questions?

Please contact:

Environmental Services
The City of Red Deer
403-342-8750