How to Find Your Service ID



For Water Service Disconnect Form

Option 1

- 1. Visit the City of Kelowna website at <u>www.kelowna.ca</u>
- 2. Click the "City services" tab along the top ribbon of the website.

City of Kelowna	Our Parks & community recreation	City City Business Ro hall services tra	ads & Homes & sportation building
Be a water hero this summer Summer temperatures are upon us, and that means it's time to bruch up on your water smarts. Water conservation is key to the well-being of our changing valley. LEARN MORE			
			0
APPLY P	AY	REPORT / REQUEST	EXPLORE
Do things like apply for a career with Pitter (ity, new business licence, building repermit, claim your homeowner grant m and more.	y for a parking ticket, tax certificate, new your business licence or find ore online payment options here.	Report an issue, like a pothole, noise or graffiti, or request improvements, like traffic calming, or parks and road maintenance.	Watch City Council meetings, find online engagement opportunities and access other related applications and websites.
View> Vi	ew >	View>	View>

- 3. A menu will now display of different city services, Click "Maps & open data".
- 4. Three more tabs will display, Click "Interactive maps".

City of Kel	owna	Our Parks & community recreation	Gity Cit hall ser	y Business rvices services	Roads & transportation	Homes & building	
			CLOSE				
	> Engineering infrastructure	Browse our maps and data to about our city, parks, projects	learn more , developments				
	> Graffiti			Explore the Ke			
	Kelowna Memorial Park Cem	etery Interactive maps		viewer			
	Maps & open data	Open data catalogue					
	Okanagan compost	Orthophotos					
	Online services						
	Safety & emergency services						

- 5. After clicking "Interactive maps", it will redirect you to a new page.
- 6. Next, Click the "Access the Main Kelowna Map Viewer" button.



- 7. This will redirect you to the City of Kelowna Map Viewer. You will be prompted by a pop-up message upon entering the map viewer. Please read this and click "I Agree" to continue.
- 8. On the left hand side, there is a panel that shows all of the layers in the map viewer. You can toggle any of these on and off at any time.
- 9. Under "Theme Map Layers" there are several groups of layers you can expand or toggle on and off. Ensure that the "City Water System" is turned on.





10. In the top right hand corner there is a search bar. Type your address here and click Enter or you can click on the magnifying glass symbol to search.

11. The property you are searching for will appear in the panel on the left hand side. Click the address to view details about the feature.



12. The map will then zoom into the selected property.



13. Next, Click "Water/Storm/Sanitary Service Locations"

14. This will redirect you to a new page. Along the ribbon, Click the utility you are inquiring about (Water, Storm or Sanitary).

City of H	Kelowna				
Servic	ce locations				
+ F	Property Water Storm	Sanitary			
Addre Plan:	ess: 697 Bernard Ave KAP28352	Type: Lot: A	Block:		
The City informat	ty of Kelowna does NOT warrant the accur ation will be solely at YOUR OWN RISK an	acy or completeness of this informati d not that of the City.	on and no representations are being made by prov	iding this copy. Any reliance on this	
This info	formation has been provided subject to the ctive services are listed. There may be inar	Federal Copyright Act and in accord	ance with the Freedom of Information and Protecti	on of Privacy Act.	
Please	call 250-469-8600 if no services are show	n or if you are uncertain about the inf	ormation provided.		
ft kelow	vna.ca				
City of Kelo	lowna © 2022 Site disclair	ner Privacy policy	Contact us	Тор	

15. As an example, I have selected Water. Here you will be able to see any water service associated with the selected property. The service is titled with the Service ID (example "Service Id: 8749").

ty of Kelowna				
ervice locations				
+ Property Water	Storm Sanitary			
Service Id: 8749		SROW: N		
Status: Active		Fire: N		
Status date:		PL to shutoff: ?		
Install firm:		Irrigation:		
		Water Type: Potable		
	Main		Service	
Diameter: 200mm	Material: AC	Diameter: 150mm	Material: AC	
Service Location:	Deptn: 1.22m	Class:		
1.22M N OF SW IP STOP LC	OC 11.89M W OF SW IP			
596				
Bi U				

16. You now have your Service ID. Write it down or copy and paste the number to use while filling out any Utility Service Card form.

Option 2

1. Follow steps 1 through 12 in Option 1.



2. Once the map viewer zooms into your property. Click "Identify and Query Tools" and Select "Rectangle"

- 3. Using the rectangle tool, you can select and pan over any feature. It will identify it and bring up the features details in the panel on the left hand side.
- 4. Click the water pipe feature to your property. Once a service is selected, it will be highlighted in yellow in the map viewer.



- 5. In the screenshot above, you can see the selected water pipe highlighted in yellow in the center of the map. Additionally, you can see any information about the pipe in the panel on the left hand side. Here, you can find the Service ID in two places one being in the title following the words "Water Services" and two being under "SERV_ID" in the panel just below, both highlighted in yellow in the screenshot above.
- 6. You now have your Service ID. Write it down or copy and paste the number to use while filling out any utility service card form.

Note – When opening the <u>Disconnect water service | City of Kelowna</u> page you will be prompted to enter a "Property ID". Click the magnifying glass symbol. A pop up will appear and in the search bar you can search the address for your property.

City of K	elowna								
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Search for a headers.	property	by any	of the tab	ole	69	7 Bernard		Q	
E.g. for Lega	l address	search '	'Lot 12 Bl	ock 1	Plan K	AP5452'.			
Choose one rec	ord and cli	ck Select ti	o continue						
KID	Street unit	Street number	Street name	Lot	Block	Plan	Civic address	Legal address	
193781		697	Bernard Ave	Α		KAP28352	697 Bernard	Lot A Plan KAP28352	
							Ave		
	Search for a headers. E.g. for Lega Choose one rec KID 193781	Search for a property headers. E.g. for Legal address Choose one record and clii KID Street unit 193781	Search for a property by any headers. E.g. for Legal address search Choose one record and click Select tr Vitto Street Unit Choose one record and click Select tr Unit Choose one record and click Se	Search for a property by any of the tall headers. E.g. for Legal address search 'Lot 12 BI Choose one record and click Select to continue Street units KID Unit the select to continue Street units 193781 697 Bernard Ave	Search for a property by any of the table headers. E.g. for Legal address search 'Lot 12 Block 1 Choose one record and click Select to continue Street KDD unit	Search for a property by any of the table headers. E.g. for Legal address search 'Lot 12 Block 1 Plan K Choose one record and click Select to continue Street number Street unit number Street 193781 697 Bemard A Ave	Search for a property by any of the table headers. E.g. for Legal address search 'Lot 12 Block 1 Plan KAP5452'. Choose one record and click Select to continue Street unit number Street unit number Street NDD unit Block Plan 193781 697 Bernard A KAP28352 Ave	Search for a property by any of the table 1697 Bernard headers. E.g. for Legal address search 'Lot 12 Block 1 Plan KAP5452'. Choose one record and click Select to continue Street number Street MDD unit 193781 697 Bernard A KAP28352 697 Ave A KAP28352 697 Ave A KAP28352 697	Search for a property by any of the table 6977.Bernard Q headers. E.g. for Legal address search 'Lot 12 Block 1 Plan KAP5452'. Choose one record and click Select to continue Street ND Unit O Book Plan Civic Legal address defress defress Ave Bernard A KAP28352 For Ave Bernard A KAP28352