

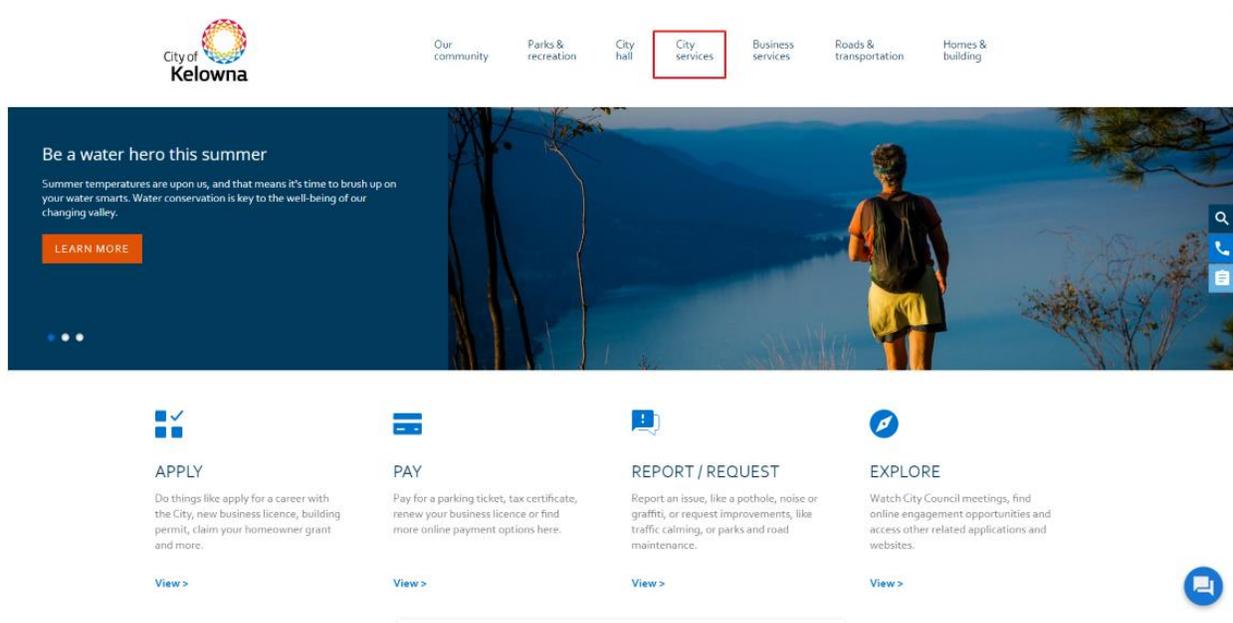
How to Find Your Service ID

For Water Service Disconnect Form

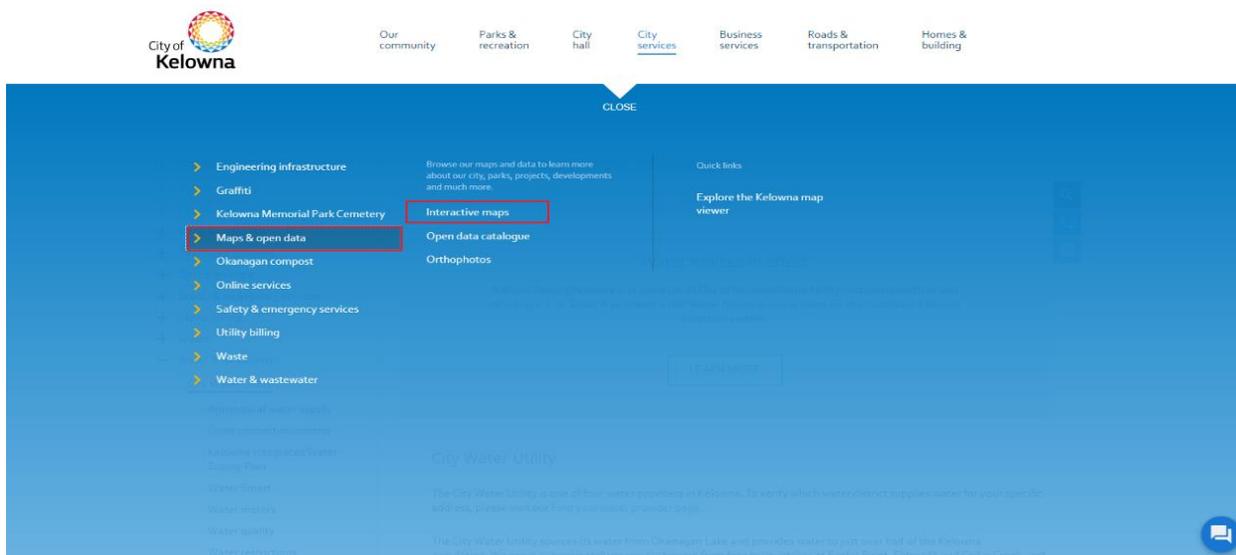


Option 1

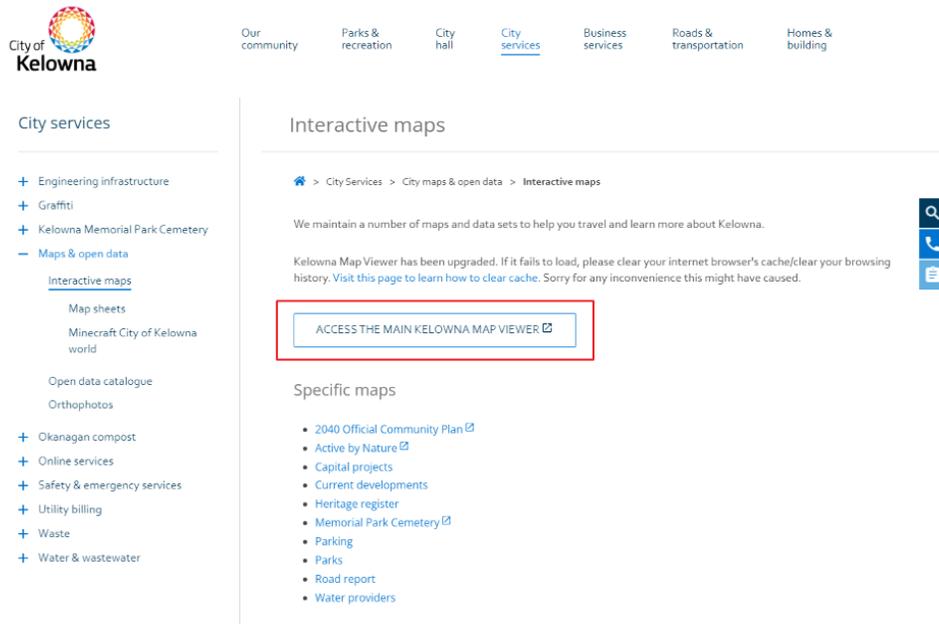
1. Visit the City of Kelowna website at www.kelowna.ca
2. Click the "City services" tab along the top ribbon of the website.



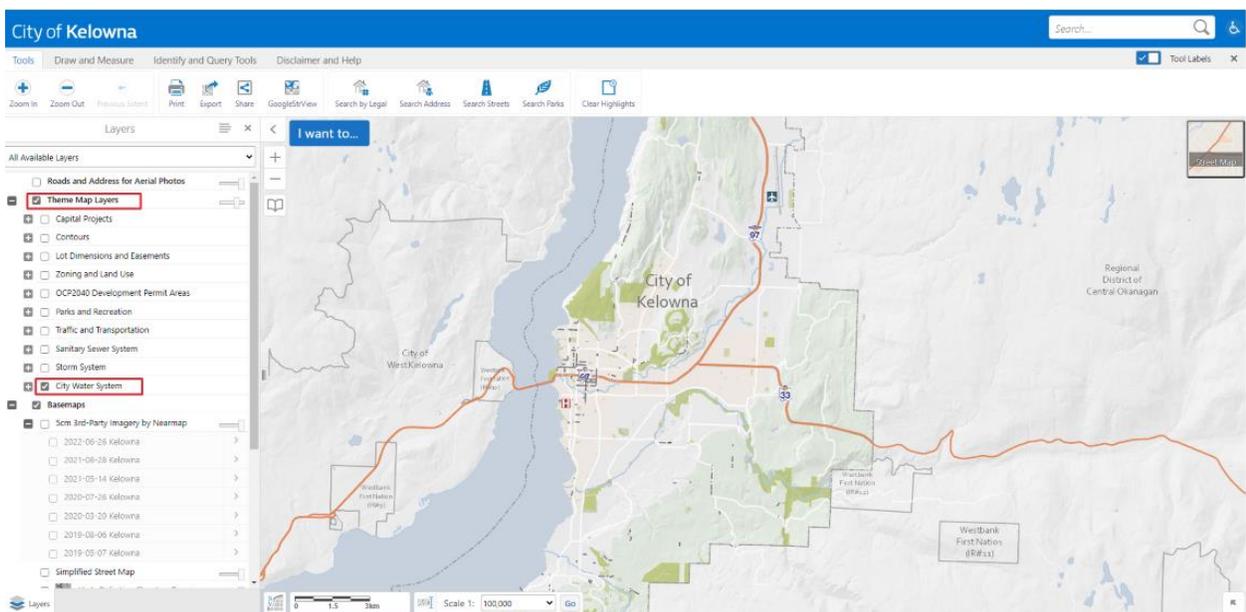
3. A menu will now display of different city services, Click "Maps & open data".
4. Three more tabs will display, Click "Interactive maps".



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

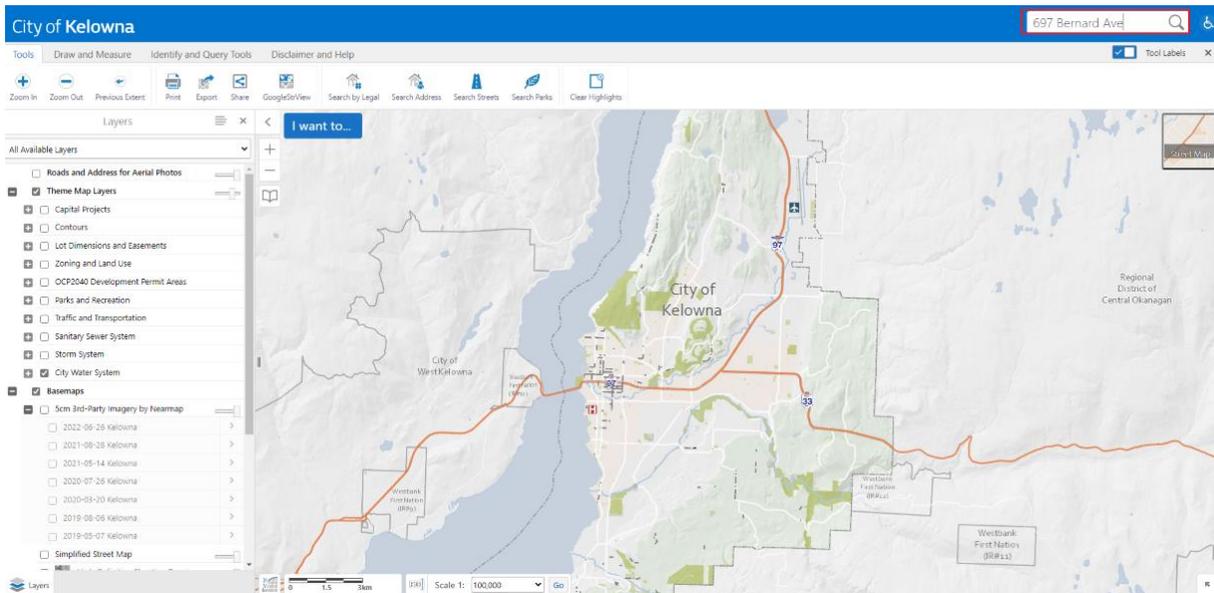


7. This will redirect you to the City of Kelowna Map Viewer. You will be prompted by a pop-up message upon entering the map viewer. Please read this and click “I Agree” to continue.
8. On the left hand side, there is a panel that shows all of the layers in the map viewer. You can toggle any of these 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.

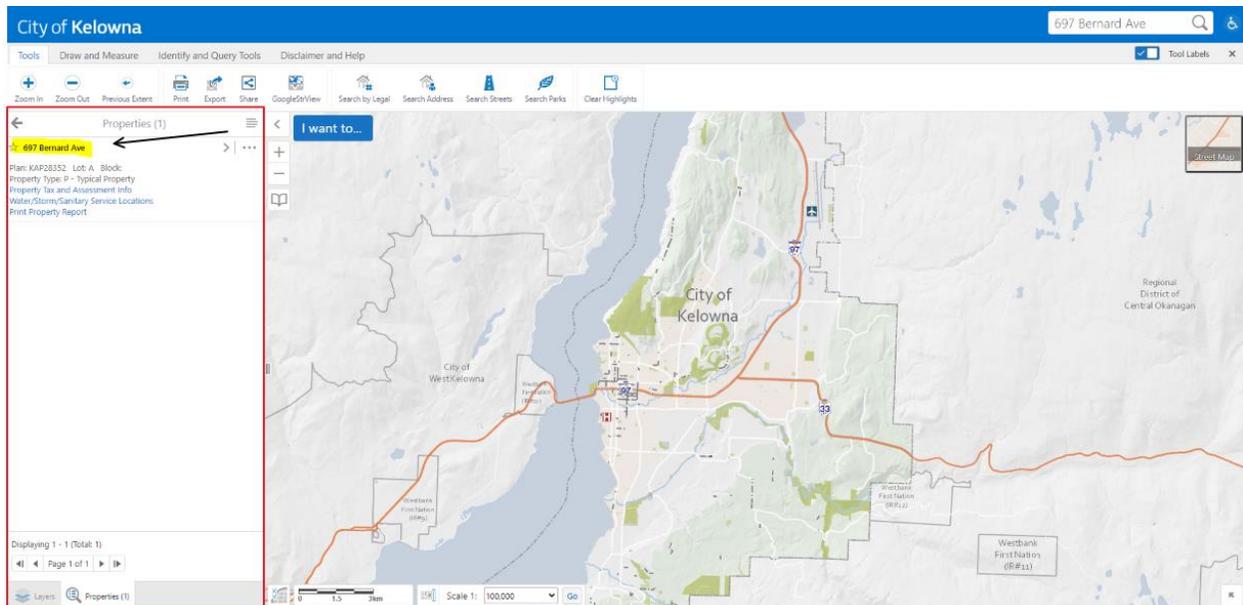


CITY OF KELOWNA

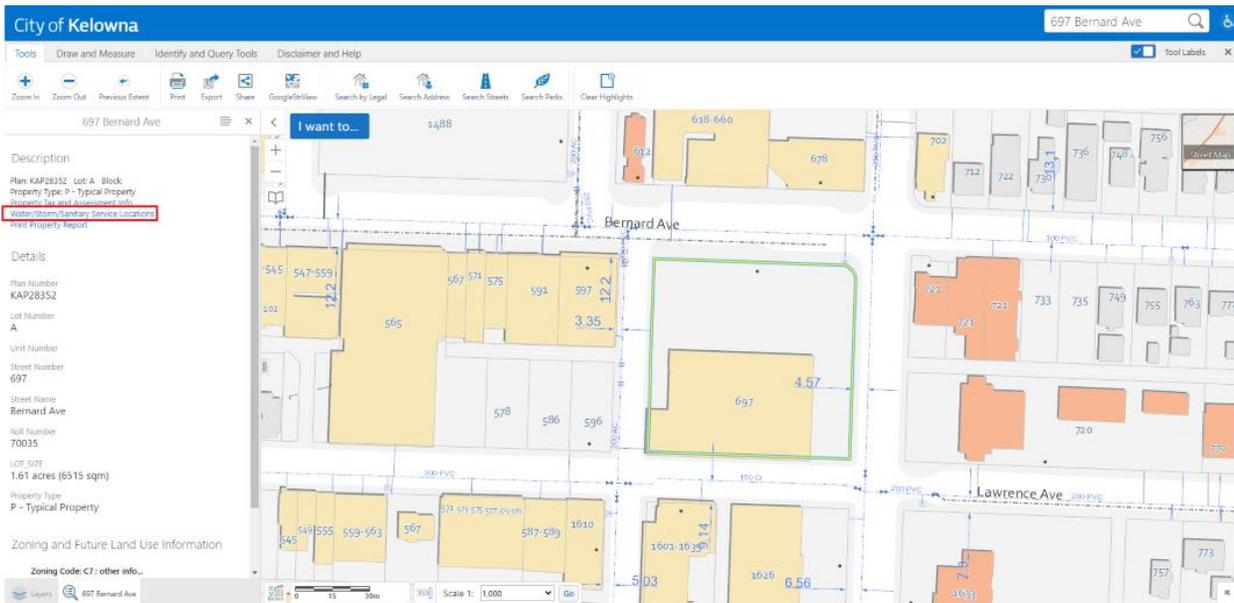
10. In the top right hand corner there is a search bar. Type your address here and click Enter or you can click on the magnifying glass symbol to search.



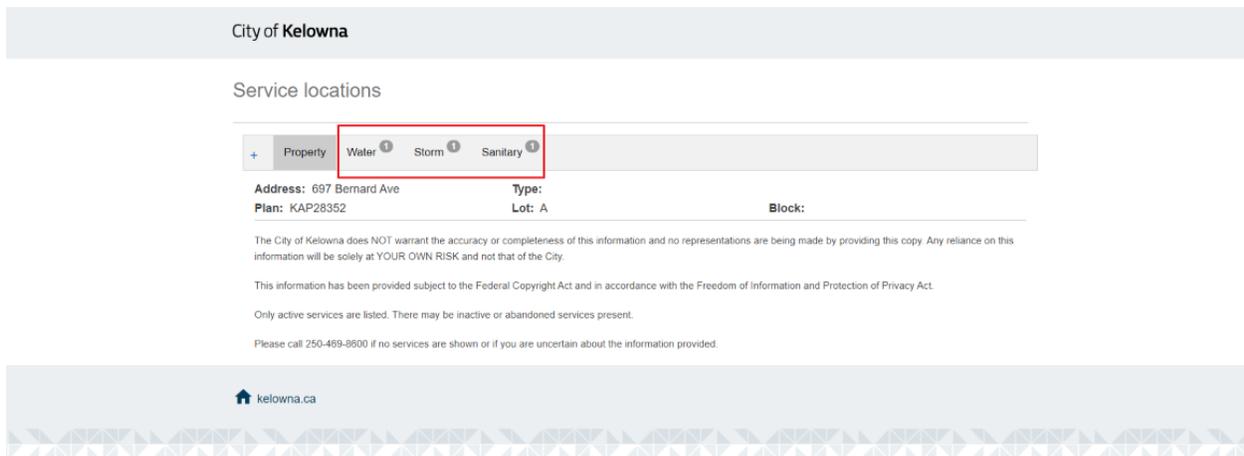
11. The property you are searching for will appear in the panel on the left hand side. Click the address to view details about the feature.



- The map will then zoom into the selected property.
- Next, Click "Water/Storm/Sanitary Service Locations"



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



- 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").

City of Kelowna

Service locations

| Property | Water ¹ | Storm ¹ | Sanitary ¹ |
|--|--------------------|--|--|
| Service Id: 8749 Status: Active Status date: Install date: 1978-11-16 Install firm: | | SROW: N Fire: N PL to shutoff: ? PL to main: 12.19m Irrigation: Water Type: Potable | |
| Diameter: 200mm Class: | | --- Main --- Material: AC Depth: 1.22m | --- Service --- Diameter: 150mm Material: AC Class: |
| Service Location: 1.22M N OF SW IP STOP LOC 11.89M W OF SW IP | | | |
| | | | |
| Line remarks: | | | |

- 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

- Follow steps 1 through 12 in Option 1.
- Once the map viewer zooms into your property. Click "Identify and Query Tools" and Select "Rectangle"

City of Kelowna

697 Bernard Ave

Tools: Draw and Measure, Identify and Query Tools, Disclaimer and Help

Point, Freehand, Line, Polygon, Rectangle, Query, Clear Highlights

697 Bernard Ave

Description

Plan: KAP28352 Lot: A Block:
 Property Type: P - Typical Property
 Property Tax and Assessment Info
 Water/Storm/Sanitary Service Locations
 Print Property Report

Details

Plan Number
 KAP28352
 Lot Number
 A
 Unit Number
 Street Number
 697
 Street Name
 Bernard Ave
 Roll Number
 70035
 LOT SIZE
 1.61 acres (6515 sqm)
 Property Type
 P - Typical Property

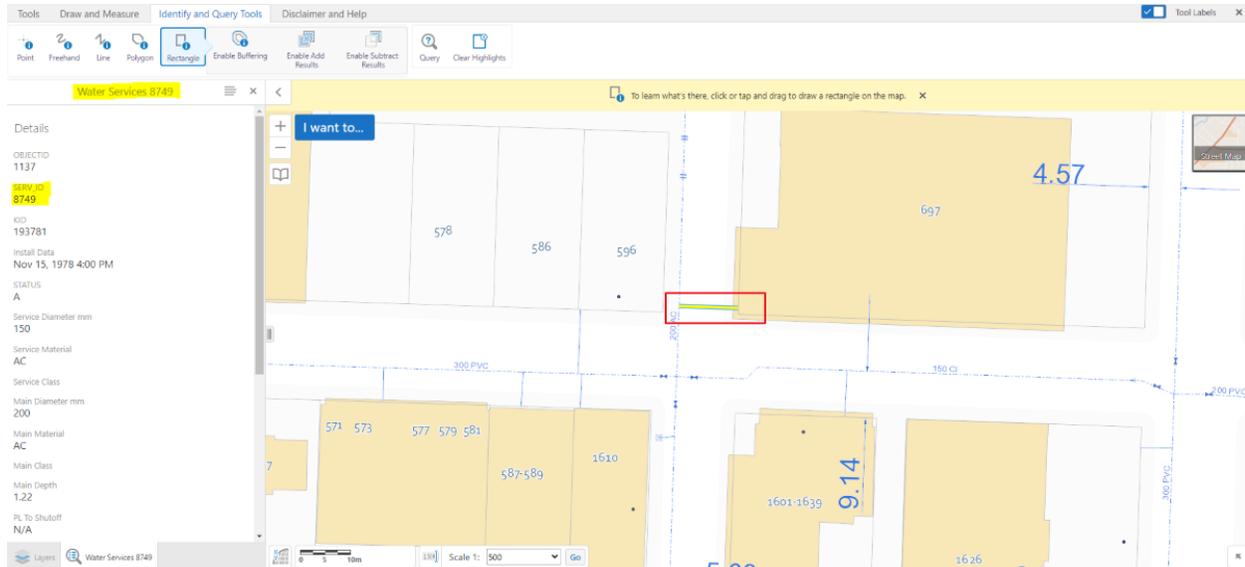
Zoning and Future Land Use Information

Zoning Code: C7 - other info...

Layers 697 Bernard Ave

Scale: 1:1,000

- 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.
- Click the water pipe feature to your property. Once a service is selected, it will be highlighted in yellow in the map viewer.



- 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.
- 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 [Disconnect water service | City of Kelowna](#) 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.

Disconnect water service

