

# City of Ottawa Bulk Fill Station User Guide

**Important** - Review of this training manual is required prior to the use of the Clyde Avenue or Rideau Valley bulk fill stations



# OVERVIEW

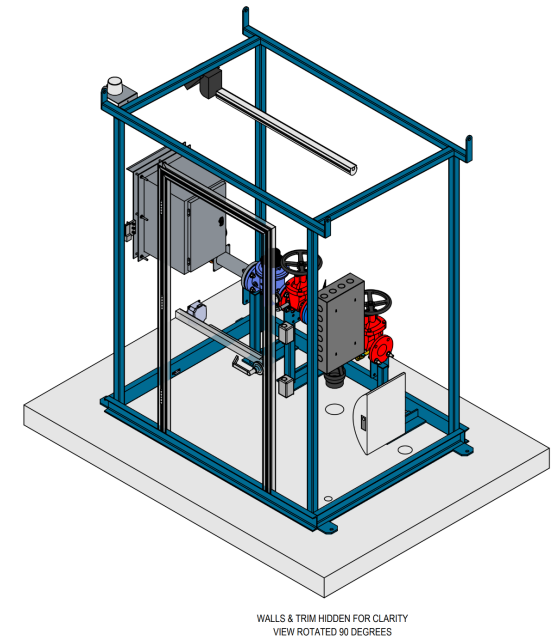
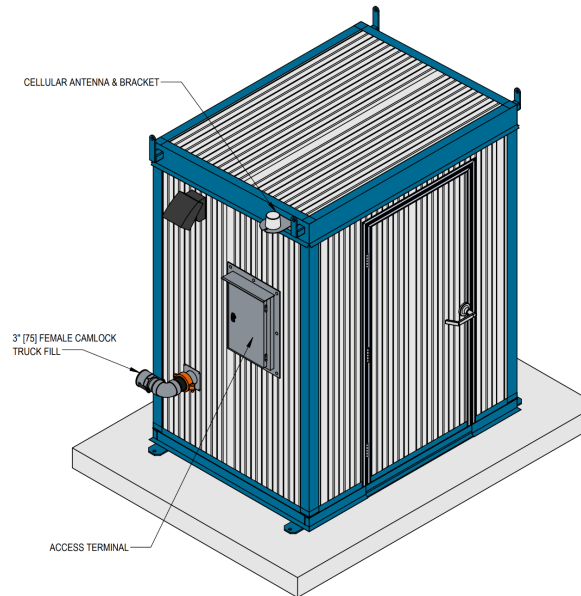
- Bulk Fill Stations (Type / locations)
- Clyde Avenue Instructions
  - Access Control Panel
  - Connections
  - Reporting
- Rideau Valley Instructions
  - Access Control Panel
  - Connections
  - Reporting
- Troubleshooting / Safety



# Bulk Fill Stations

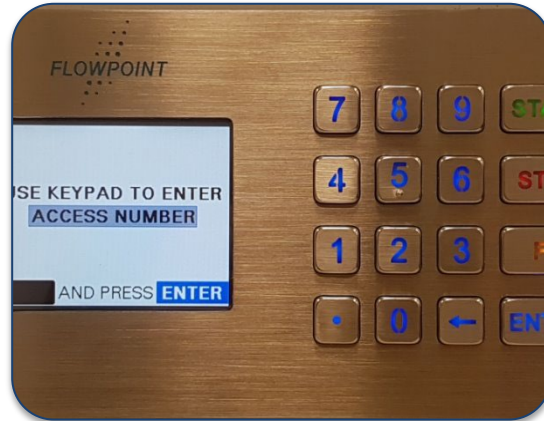
In March 2025, the City launched two bulk fill stations for licensed permit holder use, providing:

- ready access to non-potable water through three-inch quick connects and built-in backflow prevention;
- greater accessibility and improved turning radius to accommodate larger vehicles; and
- automated reporting.



# Bulk Fill User Instructions

# Entering Access and PIN codes



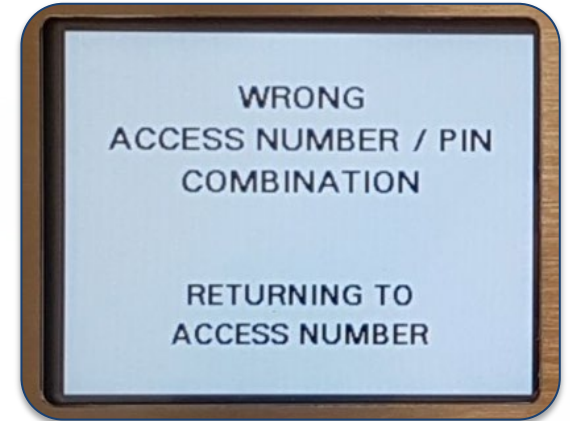
## Step 1:

Using the pin pad, enter your 4-digit access code and select **Enter**



## Step 2:

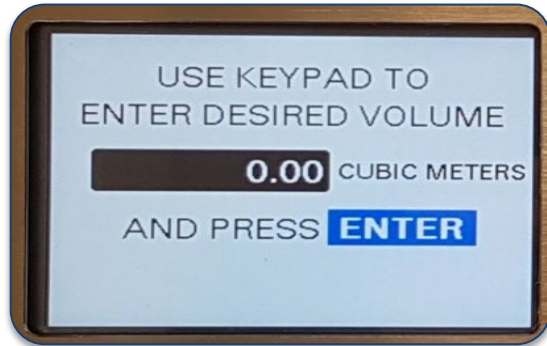
Enter your 4-digit PIN code and select **Enter**



**Error:** if there is an issue with your access or PIN code, an alert will show on the screen and the system will automatically return to Step 1: Access code

Permit holders are provided with an access code and a PIN code

# Dispensing Water



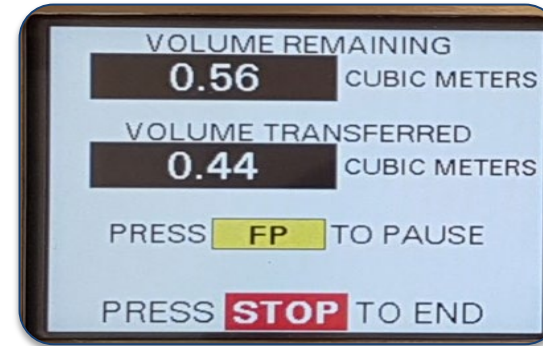
## Step 1:

Enter the desired volume of water in cubic metres (m<sup>3</sup>) and select **Enter**



## Step 2:

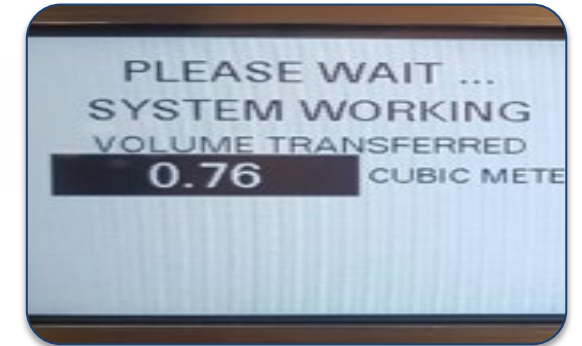
Ensure your hose is securely connected to the camlock connection. If the hose is connected and you are ready to fill, select **Start**



## Pause / Stop:

Users can pause or stop the fill process at any time by selecting:

- **FP** to pause, or
- **Stop** to end the transaction



## Step 3:

When the transaction is complete, the system will confirm the volume (m<sup>3</sup>) dispensed and return to the home screen

# Bulk Fill Stations / Traffic Flow

# 951 Clyde Avenue Station: Single Fill



Single fill station

Installation of a backflow prevention device is not required when using the bulk fill station as one is permanently installed in the station itself.

The station is equipped with a 3-inch male camlock connection.

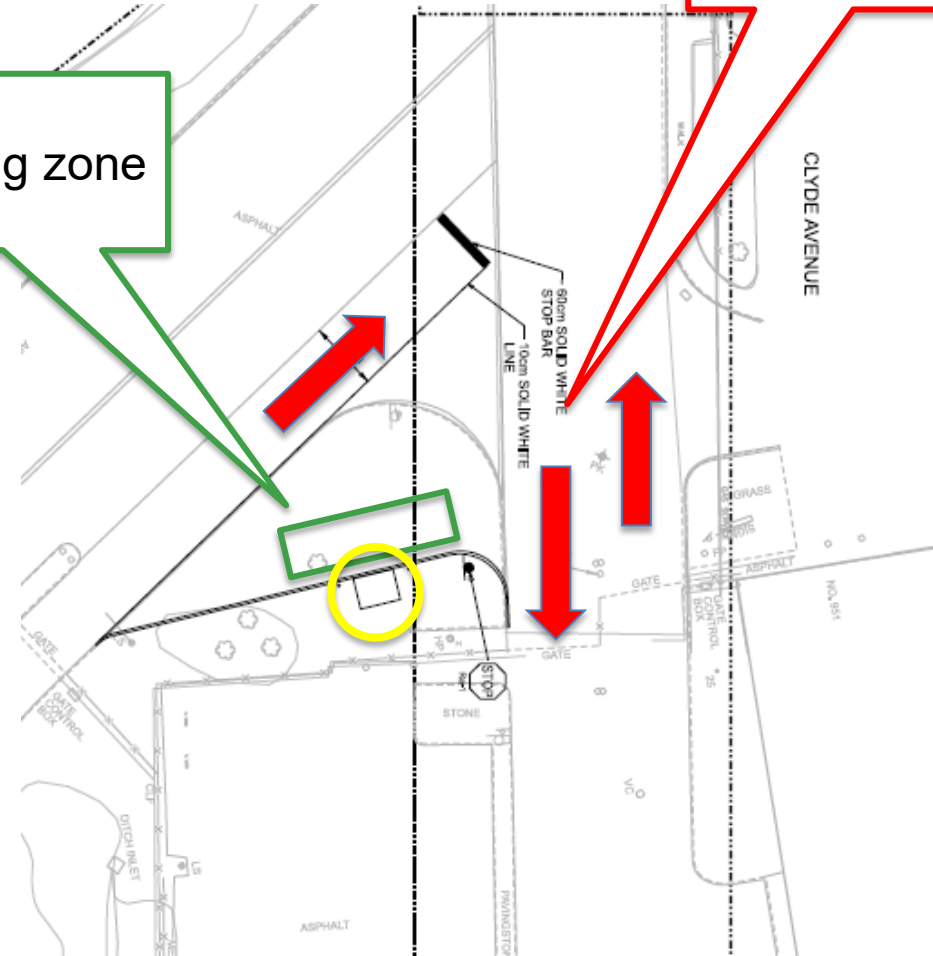


# Clyde Site Access / Traffic Flow



Dispensing zone

Do **NOT** block traffic flow



# 4244 Rideau Valley Drive Station: Dual Fill



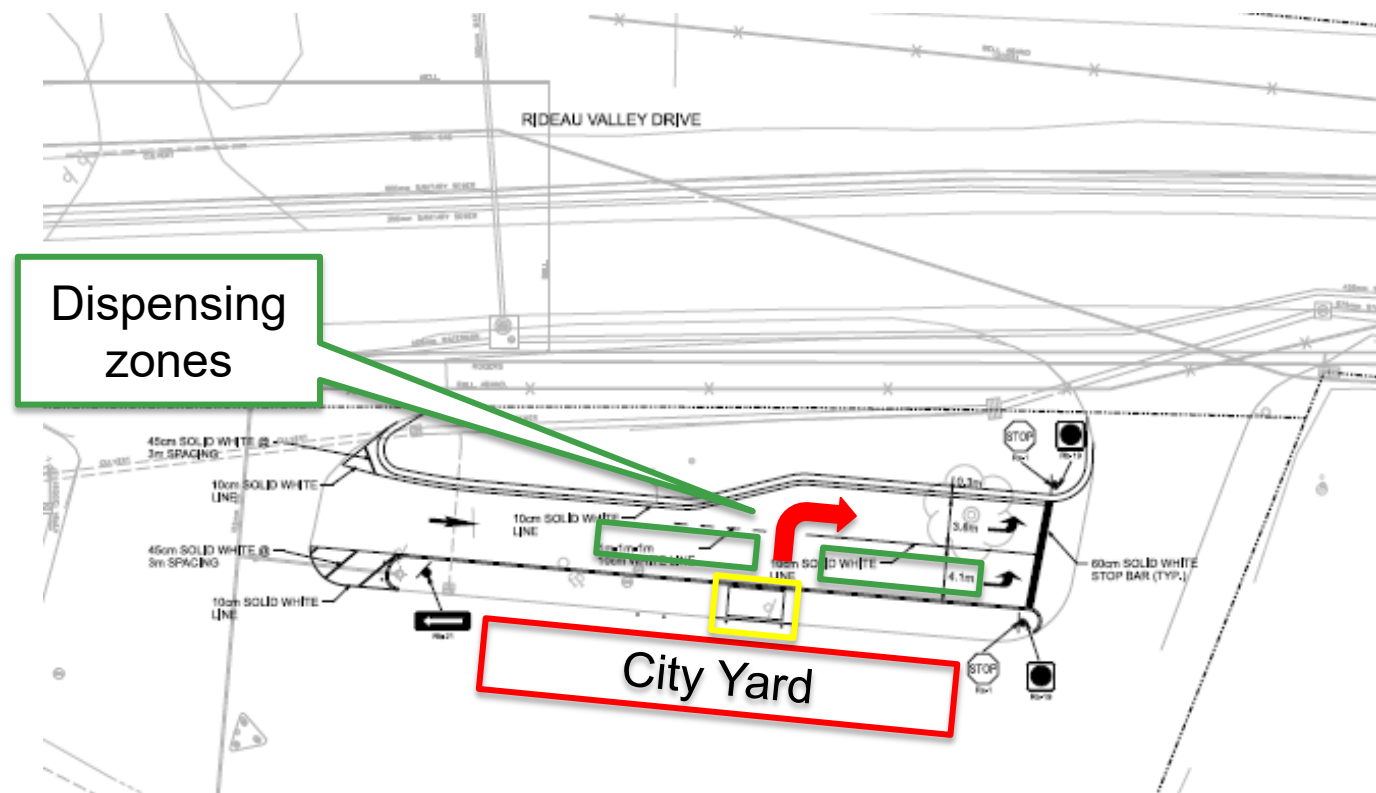
**Dual fill station**

Installation of a backflow prevention device is not required when using the bulk fill station as one is permanently installed in the station itself.

The station is equipped with two 3-inch male camlock connections.



# Rideau Valley Site Access / Traffic Flow



# Troubleshooting / Safety

# Troubleshooting / Safety

For questions regarding the stations or your access or PIN codes, please contact the City at 613-580-2424, ext. 22268 or via email at [hydrantflushers@ottawa.ca](mailto:hydrantflushers@ottawa.ca).

For mechanical or other issues experienced during station use, please contact 3-1-1.

To help ensure your safety and quality of service, staff will routinely inspect each station and clear snow and ice during the winter months. A salt bin and scoop are available at each station for use if you encounter icy conditions between staff visits.