

# TOWN OF GRAND COULEE

## Water Meter Testing Policy

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| <i>Section</i><br><b>Utilities</b>     | <i>Classification</i><br><b>Policy</b>     |
| <i>Approved (Date)</i><br>Dec 12, 2023 | <i>Motion No.</i><br>Resolution # 2023-206 |

### Policy Statement

The Town of Grand Coulee establishes this Water Meter Testing Policy to provide a standardized procedure for addressing concerns raised by ratepayers regarding water meter accuracy due to high water meter readings. This policy will ensure objectivity and accuracy in determining if high water meter readings are due to a malfunctioning/defective water meter.

### Procedure

#### 1. Recording Ratepayer Concerns

Upon receipt of a concern from a ratepayer regarding the accuracy of their water meter readings, the concern will be documented by the Town's administrative office. The ratepayer will be advised to inspect all toilets, faucets (indoor and outdoor), water softener and other appliances (ex. dishwashers, humidifiers, fridges, etc.) and sprinkler systems that are connected directly to the water system for leaks or malfunctions and encouraged to have the home inspected by a licensed plumber to identify and address any leaks or malfunctions.

#### 2. Water Meter Testing

If after investigations the ratepayer reports that no apparent leaks or malfunctions have been found then the ratepayer may request an accuracy test of the water meter at a recognized water meter testing facility (currently at the City of Saskatoon Water Meter Shop).

1. The water meter will be replaced by Licensed Plumber who will record the reading of the meter and mark the access bolts on the water meter mechanism with permanent marker.
2. The water meter will be packaged and shipped to the Saskatoon Water Meter Shop for testing.
3. The ratepayer will be notified in writing of the test results.

## Responsibility for Water Meter Testing Costs

If the testing demonstrates that the water meter is defective (more than +3% over reading) then the town will be responsible for all costs associated with the water meter testing.

If the testing demonstrates that the water meter is not defective (not more than +3% over reading) then the ratepayer will be responsible for all costs associated with the water meter testing including shipping.

### 3. Billing Adjustment

In cases where the water meter is confirmed to be defective (more than 3% over reading) then the ratepayer's bill will be adjusted for the months when abnormal readings were noted. Adjustment will be based on the percentage of over reading.