



MUNICIPALITY OF  
**GREENSTONE**

**Municipality of Greenstone Policy Manual**

**Subject:** Water and Wastewater Billing and Collection Policy

**Number:**

**Section:** Corporate Services / Finance

**Original Effective Date:**

**Last Revised/Approved Date:**

**Approval Authority:**

**Purpose:**

This policy outlines the billing and collection process of water and wastewater accounting for the Municipality of Greenstone.

This policy ensures fair and equitable treatment of ratepayers related to water and wastewater accounts.

**Application:**

The policy applies to all water and wastewater service accounts within the geographic boundaries of Greenstone.

Municipal staff assigned to the administration of water and wastewater accounts shall adhere to the policy detailed below.

**Policy Statement/s:**

The Municipality of Greenstone is committed to the establishment of a set of billing and collection practices for water and wastewater accounts that are fair and equitable and to ensure consistent processes are followed.

**Definitions:**

"Average Monthly Consumption" is equal to the average of one-year's consumption for the subject property.

"Business Days" means Monday to Friday, 8.30am to 4.30pm, excluding statutory holidays.

“Municipality” means The Corporation of the Municipality of Greenstone.

“Collection Agency” means an accredited collection company appointed by the Municipality to collect debts owing to the Municipality from delinquent customers.

“Customer” means any owner, occupant, lessee, tenant or any other person purchasing or receiving services from the Municipality;

“Council” means the Council of the Municipality of Greenstone.

"Dishonored payments" occur when a payee attempts payment but has insufficient funds to cover the transaction.

“Due Date” means the last date by which an invoice must be paid by a customer in accordance with the terms of payment on the Municipality’s Invoice.

“Fees & Charges By-Law” means the current schedule of applicable fees, rates or other charges for the Services, which may be amended by Council from time to time.

"High Consumption" occurs when water consumption exceeds two times the customer’s average consumption and is greater than 15 cubic meters per month.

“Invoice” means a bill issued by the Municipality to a customer indicating the amount owing over a single billing period for the delivery of water and sanitary sewer, meter service charges and fees.

“Meter” means an apparatus for measuring the quantity of water used.

“Owner” means an owner of a Building or of lands, or their agent/designate.

“Primary Account Holder” is an individual(s) whose name(s) are listed on the “Billing Designate Application”, the account and on the water utility invoice. The Primary Account Holder(s) is the main point of contact for the Municipality and the Payee(s) of any refund cheques issued unless otherwise instructed in writing by all the tenants listed on the “Billing Designate Application”.

“Payment Plan” means a verbal and/or written and signed payment arrangement authorized by appropriate Municipality staff negotiated with a customer for repayment of a past due amount.

“Receivables” means any monies owed to the Municipality for goods and/or services rendered other than property tax.

"Residential Properties" are classified as residential but not including properties with multiple units serviced by a meter.

“Services” means all water and sanitary sewer services supplied by the Municipality.

"Water & Sewer Rates By-law" means the current schedule of applicable flat rate and metered fees for water and sewer usage, which is amended annually by Council.

**Policy:**

## **WATER METERS**

### **Meter Reading – Water Consumption**

Water consumption for billing purposes shall be collected as registered on water meters. Where a meter is not in place, charges will be applied on a flat rate per the Municipality's Water & Sewer Rate By-law.

All customers are required to grant authorized employees of the Municipality access to the reader and water meter at the service address. Meters and readers must be accessible at all times. If a meter reading cannot be obtained a notice card will be left at the service address to contact

### **Water and Wastewater Usage and Billing Disputes**

When a customer has contacted the Municipality or its agent concerning a high water/wastewater bill, the account will be reviewed to determine if the high bill was the result of a billing error, faulty meter, or a leak.

Where a billing error is confirmed, an adjustment will be made to the account and a new bill will be issued.

Where a discrepancy in the meter read to the actual meter read occurs resulting in a billing error, an adjustment will be made to the account, and a new bill will be issued.

### **Faulty Meter**

Any customer may, upon written application to the Municipality, have the Water Meter checked for accuracy of registration. The meter will be removed for testing and a new meter will be installed.

Where the Meter is found to register correctly, slow or not to exceed three per cent (3%) in favor of the Municipality when tested in accordance with Section 4.2.8 of ANSI/AWWA C700 and AWWA Manual M6, Water Meters – Selection, Installation, Testing, and Maintenance, any expense of removing and testing of the Meter will be paid for in full by the customer.

Where the Meter is found to register in excess of three per cent (3%), a refund will be made to the customer equal to such excess percentage of the amount of the account for the period of six (6) months prior to such testing of the Meter.

The Municipality reserves the right to replace any meter, with no cost to the property owner, whether for upgrade purposes or not, without testing of the original meter.

### **Water Leaks**

The customer is responsible for water consumption, including consumption resulting from any leak after the meter.

Where a high consumption bill occurs as a result of a leak, residential water account customers may apply in writing to be considered for a water bill adjustment. The request must be submitted within 90 days following the issue of the high consumption bill. High consumption due to filling a pool or spa, irrigation system or other similar uses of water is not eligible for adjustment.

To be eligible for an account adjustment, the customer must show proof, satisfactory to the Municipality, of the leak repair.

The billing adjustment is limited to a maximum of \$1,000 and is calculated at 50% of the excess water use over the customer's average consumption over a maximum two-month period.

Any adjustment will be calculated using the rates that were in effect at the time of the high consumption.

No rebates will be made within 60 months of a previous rebate for an individual property unless ownership changed within the 60 month period; and no more than two leak adjustments will be considered within a 10 year timeframe.

The property cannot be vacant or unattended during the timeframe when the leak occurred.

Water loss due to theft, vandalism, or construction damage is not eligible for an adjustment.

### **Service Disruptions**

Billing adjustments will not be made for any service disruptions due to planned or unplanned maintenance activities.

## **BILLING**

### **Schedule of Fees**

Fees in relation to water and wastewater billing and collection are established by the annual Water & Sewer Rates By-law.

### **Billing Cycle**

Water and Wastewater will be billed on a monthly basis. The Municipality will make a reasonable effort to ensure that all accounts which are allocated a water meter will be read one week prior to the billing cycle.

Water and Wastewater bills will be mailed a minimum of fifteen (15) calendar days before the due date.

Due dates will be last Friday of the month.

### **Bill Issuance**

Billing accounts will be issued to registered property owner and bills will be issued in the name(s) of the registered property owners. The Municipality may accept payments from tenants/other non-owners; however the property owner is, in all circumstances, financially responsible for all water and wastewater fees and charges incurred against the property.

Bills will be issued electronically, where possible, if the property owner has registered through the Municipality's electronic billing platform. Customers shall be responsible to provide updated accountholder information to the Municipality and any service provider.

The Municipality of Greenstone, directly or through its agent, reserves the right to change the method of bill delivery with advance notice.

Where billing errors have resulted in over-billing, the Customer shall be credited with the amount erroneously billed for the relevant period, inclusive of any interest that has accrued, but not exceeding twelve (12) months. Where billing errors have resulted in under-billing, the Customer shall be charged the amount erroneously not billed for a period not exceeding twelve (12) months.

### **Billing Format**

Customers will have the option to have a paper bill mailed to them or an e-bill provided through the electronic billing platform to their Vadim open account (customer must create a user ID and password to login to their Vadim Open account).

### **Pre-Authorized Payment Plan**

Payment may be made by Pre-Authorized Payment Plan if a customer provides completed Pre-Authorized Payment Plan Application and a void cheque or official form provided by bank, encoded with the bank's transit number, bank number, and bank account number belonging to the Account Holder. Pre-Authorized payments will be withdrawn on the due date, and for the amount due, as indicated on the customer's bill.

### **Payment of Accounts**

Payments received will be allocated to the customer's account in the following order: NSF fees, interest charges, miscellaneous fees, principle balances. For each of these categories, the payment will be allocated to the oldest outstanding balances first.

Where payment is made by mail, payment will be deemed to be made on the date payment is received by the Municipality. Where payment is made on-line or by telephone banking the payment will be deemed to be made on the date payment is received by the Municipality.

### **Late Payment Charges and Arrears**

A penalty charge at a rate of 1.25% per month shall be imposed on all outstanding bills not paid but the specified due date as per the Municipality's current Fees & Charges By-law and Water & Sewer Rates By-law.

Adjustments to late payment charges may only be considered where the charge resulted from an administrative error by the Municipality.

Account arrears that are otherwise deemed uncollectible shall be transferred to the tax roll for the property along with applicable fees and charges, and shall be collected in a like manner as taxes.

### **Dishonored Payments**

In the case of a dishonored payment, an NSF fee will be processed on the account in accordance with the Municipality's current Fees & Charges By-law.

If during any calendar year the Municipality receives two (2) or more dishonored payments, the customer will be notified in writing that the Municipality will only accept payment on the subject amount in the form of cash, certified cheque, money order or debit.

### **Ownership Changes**

Where the Municipality or its agent has been notified in writing of a request for a final bill/meter reading in relation to a property sale, a final meter reading shall be done.

Such requests shall be made to the Municipality or its agent a minimum of five (5) business days prior to the requested meter read date and the Municipality will make a reasonable effort to ensure the final meter reading is done on the day requested.

### **Account Final Billing**

A collection letter will be sent to the previous Account Holder approximately five (5) days after the due date of the final bill. A final billed Account Holder with arrears may be reported to an accredited Collection Agency. The Municipality may add the arrears to the property tax roll after reasonable collection efforts have been made.

A final Account Holder who has a credit will be refunded. Any unclaimed credit will be held by the Municipality for twelve (12) months and then claimed as revenue. A written request may be required before the Municipality will issue a replacement cheque.

### **Small Balance Write off**

When an account has been finalized, if the outstanding balance is less than \$20.00, this amount may be written off, and no action will be taken to recover this amount.

### **Temporary Water Turn Off and On**

A minimum of five (5) business days' notice is required for the temporary water turn off and turn on service, unless it is an emergency. The customer or their authorized designate must be in attendance for the service call.

During the period that the water is turned off, the customer remains responsible for the fixed monthly infrastructure charges.

Fees to turn the water service on or off will be charged in accordance with the Municipality's current Fees & Charges By-law.

### **Seasonal Service**

Accounts, where there is a request for service to be temporarily disconnected a fee will be charged for the disconnection and reconnection as established by the Fees & Charges By-law.

The customer is required to pay the fixed monthly charge during the period the service is temporarily disconnected.

## **REVENUE SECURITY**

### **Priority Lien Status**

The Municipality is able to exercise its right to ensure revenue security for water and wastewater. The Municipal Act, 2001, authorizes the Municipality to place unpaid fees and charges for public utilities on the tax roll for the property to which the public utility was supplied, regardless of who is the consumer. Section 398(2) provides that a municipality may add unpaid utility fees, which include water and/or wastewater arrears, to the respective property's tax roll. Ontario Regulation No. 581/06 additionally identifies such fees or charges associated with the supply of water and sewage services as having "priority lien status" as described in section 1 of the Act.

### **Account Balance Transfer**

Prior to transferring outstanding amounts to the property tax roll, reasonable efforts shall be undertaken by the municipality to provide the following notifications:

- Notices/Statements for overdue accounts more than ninety (90) day and greater than \$100 will be mailed out at the end of the month of each water bill due date.
- Outstanding amounts will be transferred to the tax roll fifteen (15) days after the Notices/Statements are mailed out.

### **Disconnection of Services**

The Municipality will only disconnect services for non-payment if the subject property has been placed in Tax Registration and/or Tax Sale as per the Municipal Act, 2001 and O. Reg. 181/03 as amended by 571/17.

## RESPONSIBILITIES

Council has the authority and responsibility to:

- Approve the Water & Sewer Rates By-law and the Fees & Charges By-law.
- Approve the Water and Sewer Relief for Eligible Low-Income Persons Policy
- Approve the Water and Wastewater Billing and Collection Policy.

The CAO has the authority and responsibility to:

- Ensure compliance with the Water and Wastewater Billing and Collection Policy.

The Treasurer has the authority and responsibility to:

- Administer all accounts receivable, billing and collections of the Municipality, and ensure applicable policy and fees are applied.
- Provide relief as outlined in the Water and Wastewater Billing and Collection Policy and the Water and Sewer Relief for Eligible Low-Income Persons Policy.

The Director of Public Services has the authority and responsibility to:

- Authorize the investigation of water and wastewater billing errors or leaks and responsive actions in accordance with infrastructure maintenance policies.
- Authorize the disconnection and reconnection of services through the Working Supervisor of each applicable Ward.

Staff have the authority and responsibility to:

- Abide by the Water and Wastewater Billing and Collection Policy.



THE CORPORATION OF THE  
MUNICIPALITY OF GREENSTONE

## **POLICY MANUAL**

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**SECTION: PUBLIC SERVICES**

**SUBJECT: Water Meter  
Maintenance &  
Replacement**

**DATE: February 13, 2017**

**AUTHORIZATION: 17-23**

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### **Purpose**

To establish operational terms and conditions for water metering.

### **Policy Statement**

The following rules apply to water meter installation, maintenance and consumer complaints or requests with respect to water meters.

#### **1. REPLACEMENT OF METERS**

The Municipality of Greenstone will replace existing water meters if they are malfunctioning and cannot be repaired.

#### **2. ACCESS TO PREMISES**

For the purpose of conducting water use surveys, sampling, leakage flows and pressure tests, reading water meters, or installing, inspecting, repairing, replacing and removing water meters, backflow prevention devices and related equipment upon any water service connection within or without any house or building as may be required, employees of the Municipality employed for that purpose, shall have free access at reasonable hours of the day and upon reasonable notice given and request made, or in

case of written authority of the C.A.O., or his designate, given in respect of a special case, without notice, to all parts of every building or other premises in which water is delivered and consumed.

### 3. PROTECTION AND MAINTENANCE OF METERS AND SERVICE PIPES

The owner is responsible for the safe-keeping of the water meter and any remote reading devices that may be installed with the water meter on the owner's property. All owners shall protect the water meter and connecting valves and pipes from freezing, excessive heat, overheating of water, external and internal damage of any kind or any other thing which may affect the operation or reading of the water meter, and shall pay the cost of repairing or replacing any water meter facilities supplied and installed by the Municipality that may be damaged from any of the foregoing causes or any other causes within the owner's control.

### 4. INSTALLATION OF WATER METERS

Where required, the Municipality of Greenstone shall make provisions to have the installation of the water meters in a horizontal position. If an inspection indicates the installation has not been carried out as indicated, the Municipality shall correct or modify the installation at their expense.

### 5. RELOCATION OF WATER METER PIPING

No person shall relocate, alter or change any existing water meter piping without the written approval of the Municipality. The owner or his authorized agent may submit plans and specifications for any proposed relocation of water meter piping and, if approved by the Municipality, the owner shall pay the entire cost, including any costs incurred by the Municipality, in making such relocation or alteration.

### 6. BUILDING ALTERATION AND RELOCATIONS

If the Municipality is dissatisfied with the location of any water meter due to alterations to the building, the Municipality may require that the water meter be relocated to a more suitable or convenient location near the point of entry of the water service connection.

All costs associated with relocating the water meter including Municipal costs shall be paid by the owner.

## 7. LOCATION AND INSTALLATION OF EXTERNAL READ OUTS

The owner shall maintain the external readout wire from the water meter to an exterior location near the power meter.

## 8. RELOCATION OF WATER METER REMOTE READOUT

If the Municipality is dissatisfied with the location of any remote readout due to alterations to the building, the Municipality may require that the remote readout be relocated to a more suitable or convenient location. All costs associated with relocating the remote readout including Municipal costs shall be paid by the owner.

## 9. NOTIFICATION OF MALFUNCTION

A consumer shall notify the Municipality immediately whenever a water meter is not operating or if any part of it becomes damaged or broken.

## 10. REMOVED OR STOLEN METER

If a water meter or remote readout is removed or stolen, the owner of the premises shall pay the cost of replacing the water meter including installation. If not paid, the cost may be added to the taxes levied on the property and collected in the same manner as municipal taxes.

## 11. WATER UTILITY INITIAL TURN ON

The water control valve or curb stop is to be activated only by employees or individuals authorized by the Municipality of Greenstone. The owner or his authorized agent must request services by submitting a "Water Connect or Disconnection Application" to the Municipal Administration Office prior to when they require the water to be turned on. Conditions herein must be complied with before the water service can be turned on.



MUNICIPALITY OF  
**GREENSTONE**

**Municipality of Greenstone Policy Manual**

**Subject:** Water Meter Installation, Maintenance and Replacement

**Number:**

**Section:** Public Services

**Original Effective Date:**

**Last Revised/Approved Date:**

**Approval Authority:** Council

**Purpose:**

The purpose of this policy is to establish responsibilities for the Municipality and its property owners which require water meters for the installation, maintenance and replacement of water meters and related equipment.

The policy also provides further clarity when legislation and current Municipal By-laws fall silent.

**Application:**

Ontario Building Code article 7.6.1.3(5) states where a water supply is to be metered, the installation of the meter, including the piping that is part of the water meter installation and the valving arrangement for the meter installation, shall be in accordance with the water purveyor's requirements.

This policy and procedures shall be applied to all properties in the Municipality of Greenstone where a water service (domestic and fire) is provided from the distribution system to the property where a water meter or meter chamber is to be installed.

**Policy Statement/s:**

A clear process must be established to define ownership of the components of water meters and the private plumbing system of the Municipality's residents.

The policy will provide a clear process to staff, eliminating a need for interpretation or differential treatment.

This policy will establish fair and equitable processes to cover all aspects of water meters including installation, measuring of supply, access to meter, meter testing and replacement.

### Definitions:

**"Ontario Building Code"** means the regulation governing building construction in Ontario.

**"Water Supply"** means the source water provided by local Municipality.

**"Multi Metering (sub - metering)"** means water meters installed into individual units within a development.

**"Water meter"** means an instrument for recording the quantity of water passing through an outlet; a machine that measures how much water is used in a building

**"ERT"** means Encoder Receiving Transmitter

**"Meter chambers"** means an inspection chamber for water meter assemblies, the chamber can be installed anywhere where a water meter cannot be installed inside a building or where the place to affix the water service pipe is too far from the building.

**"Secondary water meters"** means privately owned water meter that measures other units in a building that is installed after the Municipal water meter.

**"Water Purveyor"** means the Supervisor of the Water Utility which has a Ministry of the Environment and Conservation and Parks license equal to or greater than the class of the municipal system and designated by the Municipal owner. Also referenced as the Overall Responsible Operator (ORO).

### Policy:

#### Water Meter Usage

The purpose of water meters is to:

- Record volume of water used by a property or unit.
- Enable the Municipality of Greenstone to charge for usage and monitor usage.
- Assist high volume customers with detection of water leaks within their property.

#### Property Metering

Meters will not be installed on any residential property. One (1) Municipally owned meter will be placed in each of the following multi-residential, commercial, industrial and institutional property, (one water service-one meter) as determined by Municipal Property Assessment Corporation (MPAC) property codes unless approved by the Municipality:

Property Type	MPAC Property Code(s)
Multi-Residential (standalone residential building with 3 or more units)	333 through 380
Large Commercial Building over 7500 square feet	402
Restaurant (includes bar/pub/tavern/night club)	411 through 414

Automotive Service Centers	420
Specialty automotive shop/auto repair/collision service/car or truck wash	421
Neighborhood shopping centre	430
Supermarket	434
Free-standing retail building centre	435
Hotel	441 through 447
Motel	450 through 451
Golf Course	490
Communication Buildings	496
Heavy Manufacturing	510
Standard industrial properties	520
Distillery/Brewery	521
Industrial Condominium	575
Industrial Mall	580
Hospital	611 and 621
Schools	605
Daycare	608
Home for the Aged	623 through 627
Sports Complex	720 through 722
Government Public Works Facilities	749
Ambulance Station	812
Government Administrative Buildings	No Code

For new installation, all Water Meters including an Encoder Receiver Transmitter (ERT) must be installed prior to occupancy. The size, type and manufacturer of the Water Meter shall be approved by the Municipality's Public Services Department, prior to installation.

All water used in the above-mentioned property will pass through such meter and the owner of the property shall be held liable for water charges.

Secondary meters are not provided by the Municipality. All secondary meters shall be installed in a manner so that all water supplied passes through the Municipal meter prior to passing through the secondary meter. Secondary meters shall not be read or billed separately or maintained by the Municipality.

### **Meter Chambers**

The Municipality will not accept an application/permit for a new water service and which requires a meter chamber. A Water Meter must be located inside the building or structure in accordance with the Municipality's standards.

### **Ownership and Initial Supply of Meters**

Water meters are supplied by and owned by Municipality of Greenstone. Property owners are required to pay for the installation of the water meter and arrange for the activation and inspection of the installed meter.

Municipal employees or contractors acting on behalf of the Municipality may require access to meter for repairs, replacement, and quality checks. Municipal personnel must be provided free and clear access to the meter.

### **Meter Replacement**

The Municipality of Greenstone has a meter replacement program for meters when such meter has been deemed as reaching its full life. Meters will also require replacement when they have stopped registering water use or are damaged. Meters will only be replaced by a Municipal employee or a licensed contractor acting on behalf of the Municipality. All costs for replacement of the meter will be the responsibility of the Municipality for all non-functioning meters however the property owner will be billed for the replacement, in the case of neglect or vandalism.

Both the water meter and the ERT shall be in locations which is always readily accessible to the Municipality for the purposes of obtaining a reading from said meter.

If a water meter or ERT is removed or stolen, the property owner of the premises shall pay the cost of replacing the water meter including installation. If not paid, the cost may be added to the taxes levied on the property and collected in the same manner as municipal taxes.

### **Protection and Safekeeping of Municipal Meter**

Water Meters shall be installed inside a heated building unless otherwise determined by the Municipality's Public Services Department.

The property owner is responsible for the safe keeping of the water meter and any remote reading devices that may be installed with the water meter on the owner's property. All owners shall protect the water meter and connecting valves and pipes from freezing, excessive heat, overheating of water, external and internal damage of any kind or any other thing which may affect the operation or reading of the water meter. If the meter has been damaged due to neglect, theft or tampering, the Municipality will arrange for a new meter to be installed and the property owner will bear the cost and fees associated with the replacement.

### **Relocation of Water Meter Piping**

Relocation of the meter or meter piping is prohibited without written approval from the Municipality. The property owner/developer or authorized agent may submit proposed plans and specifications for approval from the Municipality. The property owner/developer shall pay the entire cost involved in the relocation and compensate the Municipality for any cost incurred by the Municipality.

### **Backflow Prevention Requirements**

Cross connections exist in all plumbing systems and may not be protected against backflow. Contamination could provide high risk to Municipal Drinking Supply.

Backflow devices are required on properties zoned:

- Industrial
- Agricultural
- Commercial
- Institutional
- Multi residential properties with 7 or more units

Meters 32 mm and larger (1 ¼" inch or larger) will have a backflow preventer installed and be installed with a bypass. The Municipality may request properties with backflow preventers to arrange to have their device tested by an authorized person and the test results submitted to Municipality of Greenstone Public Services Department.

Properties posing a risk that currently do not have a backflow preventer installed must:

- Install a backflow preventer at the property owner's cost
- May have water shut off until preventer is installed

#### **Notification of Malfunctioned Meter**

The property owner should notify the Municipality of Greenstone immediately whenever the meter or any part of the meter has malfunctioned or appears damaged.

#### **New Meter Installation-Multi-Residential**

Developer/Owner is responsible for the cost of new meter and remote reader and will be responsible for all plumbing to install all components of the meter kit ie: expansion tank, meter ball valve, meter valve, dual check valve, reader/ERT including the wiring from the ERT to the meter. Arrangements must be made with the Municipality upon install to allow an inspection and activation of meter. Any service 1¼" and larger must be plumbed with a bypass.

All meters will be mounted horizontally (1" and higher) and vertically (5/8' or 3/4 ') for all services and allowed a cleared minimum access space of 3'. Meter valve must be exposed, and the expansion tank must be installed between the hot water tank and the meter.

If an inspection indicates the installation has not been carried out as indicated, the Municipality shall correct or modify the installation at the property owner's expense.

Services are billed to contractor as of the date water/wastewater services are turned on by municipal staff. (Bylaw 60-2020 Section 3.13). If water/wastewater services are turned on by anyone other than municipal staff, the contractor is charged a flat rate from the date of service installation and/or inspection. Billing will change from flat rate, billed to developer, to metered use as per sale date or occupancy date, to the new homeowner. Resident is required to sign an application for new water sewer account (Bylaw 60-2020 Schedule A) and to make an appointment for municipal staff to activate the installed meter for meter activation.



### **New Meter Installation-Commercial/Industrial/Institutional**

Developer/Owner is responsible for the cost of new meter and ERT reader and will be responsible for all plumbing to install meter. Arrangements must be made with the Municipality upon install to allow an inspection and activation of meter. Any service 1¼" and larger must be plumbed with a bypass.

All meters will be mounted horizontally (1" and higher) and vertically (5/8" or 3/4") for all services and allowed a cleared minimum access space of 3'. Meter valve must be exposed, and the expansion tank must be installed between the hot water tank and the meter.

If an inspection indicates the installation has not been carried out as indicated, the Municipality shall correct or modify the installation at their expense.

All specifications must follow the Municipality's Design criteria and the Ontario Building Code, as updated.

### **Meter Sizing**

Meters shall be sized based on their fixture count and expected maximum flow rates for both new installations and water meter replacements as determined by the Municipality of Greenstone in conjunction with American Water Works Association methodology as per the table below.

Meter Size	Max Flow Rate
5/8" & 3/4"	30 Gallons Per Minute
1"	50 Gallons Per Minute
1.5"	100 Gallons Per Minute
2"	160 Gallons Per Minute
3"	320 Gallons Per Minute
4"	500 Gallons Per Minute

### **New Water Utility Turn on**

The water control valve or curb stop is to be activated only by employees or individuals authorized by The Municipality of Greenstone. The property owner or his authorized agent must request an appointment from Municipality of Greenstone Public Services Department prior to when they require the water to be turned on. Charges will apply as per the Municipality's User Fees and Charges By-law.