

THE CORPORATION OF THE
MUNICIPALITY OF GREENSTONE

POLICY MANUAL

SECTION: PUBLIC SERVICES

**SUBJECT: Water Meter
Maintenance &
Replacement**

DATE: February 13, 2017

AUTHORIZATION: 17-23

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.