

Priorities Committee Meeting_Mar09_2021

REPORT FOR INFORMATION**Water Meter Calibration****Report Purpose**

To provide an overview on the fees associated with water meter calibration to ensure accurate water usage readings.

Our Prioritized Strategic Goals

Goal 2 - Manage, invest and plan for sustainable municipal infrastructure

Report

After receipt of a customer concern about high water consumption, Utilities staff complete the following steps:

- A review of historical consumption patterns with the intention of identifying any potential errors with meter reads, automatic meter read equipment, or with the billing software. Should an error be identified the appropriate correction is made and a credit is applied.
- If no errors are apparent through the historical consumption pattern review, a Water & Wastewater Operator is scheduled to inspect the meter. If there are obvious issues (such as unintentional damage), the customer's account is credited the high consumption charges to match the historic consumption patterns. The meter is replaced with a Flexnet meter at no charge to the customer.
- If no obvious issues with the meter, the Water & Wastewater Operator will attempt to assist in identifying a cause for the increased consumption, such as a leaking toilet.
- If these actions do not address the customer's concerns and a cause for the increased consumption could not be identified, a one-time credit of 50% off the disputed consumption charges is offered as per the Water Billing Adjustment Program Directive (Enclosure 1). No further action is required from the customer to receive this one-time credit.
- If these steps do not resolve the customer's dispute, the customer can request a meter calibration test for their current meter from a third-party vendor. The cost of this test can be up to \$500 (averages \$400 to \$450). The testing / calibration work is completed by the third-party vendor for assurance that the meter is working accurately, and the results are unbiased. The testing cost includes shipping the meter to the third-party site, County staff time to witness the testing, and equipment costs (e.g. using another calibrated meter as a baseline comparator).
- If the test shows the meter is functioning incorrectly (greater than + or - 2%), the customer is not required to pay for the testing and is then credited any consumption charges relating to the dispute. If the testing from the third party shows that the meter is functioning correctly (less than + or - 2%), the customer is billed for the testing fee (up to a maximum of \$500) and the outstanding balances owed on the account.

Council and Committee History

November 30, 2020	THAT administration provide a report by the end of the first quarter of 2021 on the fees associated with water meter calibration for utilities.
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Other Impacts**Policy:** N/A**Legislative/Legal:** N/A**Interdepartmental:** Corporate Planning, Corporate Finance**Master Plan/Framework:** N/A**Enclosure**

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Directive SER-001-029D: Water Billing Adjustment Program