



Staff Report

Report To: Dan Best, Chief Administrative Officer
From: **Don Giberson, Director of Operations and Infrastructure**
Date: June 18 2018
Report: ESD.18.30
Subject: Water Meter Testing Policy

Recommendations:

That South Huron Council receive the report from Don Giberson, Director of Operations and Infrastructure RE: Water Meter Testing Policy.

Purpose:

The purpose of this report is to advise Council of the existing policy regarding water meter testing, when requested by the customer.

Background and Analysis:

Our customer service response to any property owner who receives an unusually high water bill is to immediately assist by providing information on potential sources of leaks that the customer can easily check and quickly remedy. We offer a service call for one of our Water/Sewer Operators to check the customers' property, especially if the customer requires additional assistance. If an obvious source of the leak is not determined, we recommend that the customer hire a plumber to check their plumbing and plumbing devices. In the majority of high water bill situations, the source of the leakage is confirmed and corrected by the customer

During this process it is not uncommon for a customer to question the accuracy of the water meter. We explain that the meters are factory tested and certified to be manufactured in accordance with an industry standard AWWA specification. Once a water meter has been installed, it is not technologically possible for the meter to suddenly over-register. Water meters either, fail completely and register no consumption, or they gradually wear down and under register consumption. In either case this would result in a lower consumption on the water bill.

However, if any customer wishes to have the water meter installed at their premises tested for accuracy, this can be done. All conditions of customer requested meter testing are set out in Section 6.18 of the Water By-law #56-2014. Customers are required to post a deposit, based on meter size, in the amount set out in the Fees and Charges By-law #34-2015. Upon receipt of a deposit, the meter is removed and sent to an independent third party certified testing company to be bench tested/checked against the industry standard AWWA specification.

If the meter is found to be over registering in excess of three per cent (3%), the customers deposit is returned, their consumption is adjusted and the municipality pays all associated costs. If the meter is found to register correctly, or under-registering, the customer's deposit is forfeited towards the cost of the third party testing and the customer is further responsible for the cost of removing/reinstalling the meter.

Our Municipal policy of "customer requested meter testing" is a balanced/fair approach and common policy in the drinking water industry. It also eliminates many frivolous meter testing requests.

Operational Considerations:

There were no alternatives considered.

South Huron's Strategic Plan:

Section 6.2.2 of the Municipality of South Huron 2015- 2019 Strategic Plan identifies key objectives that are reflective of the collective perspectives of the strategic planning process.

The recommendations and actions outlined in this report are reflective of the following strategic objectives:

Administrative Efficiency and Fiscal Responsibility

Increased Communications and Municipal Leadership

Transparent, Accountable and Collaborative Governance

Dedicated Economic Development Effort

Financial Impact:

There are no financial implications for the Corporation resulting from the proposed recommendation.

Legal Impact:

There are no legal implications for the Corporation resulting from the proposed recommendation.

Staffing Impact:

There are no staffing implications for the Corporation resulting from the proposed recommendation.

Policies/Legislation:

1. By-law #56-2014
2. By-law #34-2015

Consultation:

Director of Financial Services

Related Documents:

None

Respectfully submitted,

A handwritten signature in black ink, enclosed within a hand-drawn oval. The signature is stylized and appears to read "Don Giberson".

Don Giberson, Director of Operations and Infrastructure