



# Administrative Rule

## Water Meter Maintenance Practices and Procedures

Rule No. 12.01.080-05-01

Effective 06-06-2012

The city is responsible for repair and maintenance of all water service connections, including water meter, meter box and all distribution lines connected to water meters. Property owner is responsible for installation, repair and maintenance of water pipe or tubing beyond outlet side of water meter.

### I. Accuracy of Water Meter

- A. City maintains and replaces water meters as needed to ensure water meters are operating properly.
- B. City will provide testing of water meter if accuracy of water meter dial reading is disputed by customer and upon payment of fee set by City Council to cover cost of testing.
  1. If meter is found reading water volume use above 95% but below 105% of correct value, water meter shall be deemed accurate according to manufacturer's specifications. Deposit will be retained to cover cost of testing meter.
  2. If meter is found reading water volume use above 105% of correct value, city will reimburse customer the cost of testing meter and adjust previous billing period (one billing cycle) by percent of inaccuracy above 100%. Credit adjustments will be applied to customer's account.
  3. If meter is found to be reading water volume use below 95% of correct value, meter may be replaced by city and deposit will be retained to cover cost of testing meter. No adjustment will be made to customer's bill.
- C. Meters are read on a regular basis. Special meter readings will not be done when bills are estimated because of inclement weather, obstructions, or meter reading priority.
- D. Requests for re-reads should be directed to utility billing office. The following conditions will apply:
  1. Customer can request that city verifies current meter reading and calculate water usage back to last meter reading billing date for accuracy.
  2. Customer can request a meter reading to investigate any possible leak at any time.
  3. Additional re-read requests during same billing period may be charged at fees set by City Council.

### II. Meter Replacement

- A. City reserves the right to change meters at any time.
- B. City will provide ample notice to each customer before meter change out occurs, however city does not require permission from customer and may change out meters without notice to customer.
- C. City is not responsible for any damage or liability to customer's plumbing and/or recirculation or pressure pumps, motors or equipment should water service be discontinued for short durations due to routine meter change out.
- D. Relocation of meters or services may be requested in writing by property owner, at property owner's expense, and is subject to city approval.
- E. Meters or services relocated for convenience of city shall be relocated at city expense.
- F. City and property owner shall be responsible for their respective costs for relocation of meter required by third party (ODOT, County, etc.).
- G. If customer requests a change in the size of a meter or service connection, such installation shall be considered a new service connection and all costs shall be paid by customer.

**III. Damage or Tampering with Water Meter**

- A. Customer will be charged actual cost to repair any damage to water meter caused by willful act of customer or other party. Failure to pay shall be basis for termination of water service. No person shall alter utility service in a manner which would allow service to more than one household without authorization by city. City Council may establish by resolution a tampering fine for violation of provisions regarding tampering with or damage to a water meter.
- B. Cost of necessary repairs or replacement shall be billed to the customer in the event of loss or damage to city property on customer's premises arising from neglect, carelessness, or misuse by customer.

Approved by:



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Martha L. Wine, City Manager



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Date