



Policy Number:	6200
Policy Title:	Meter Reading

1. Measurement of Water Service

1.1. All water sold by the District will be measured upon the basis of metered volume sales except that the District may, where meter installation is not a viable option, provide flat rate or estimated service for the following:

1.1.1. Residential service.

1.1.2. Temporary service.

1.1.3. Dedicated fire service.

1.1.4. Water used for street cleaning and sewer flushing when provided for by the contract between the District and the local government authority.

1.2. Water meters used for metered volume sales will be installed, owned, and maintained by the District and will have a registration device indicating the volume of water in cubic feet. The meter will indicate the unit measured.

2. Frequency of Meter Reading

2.1. Meters will be read at regular intervals for the preparation of periodic bills and as required for the preparation of opening bills, closing bills and special bills.

2.1.1. Under normal operating conditions, meters will be read at intervals of not less than 54 days or more than 66 days for the preparation of a periodic bill.

2.2. The District reserves the right to read water meters at any time (during normal business hours) and at any frequency.

3. Meter Accessibility

3.1. The customer is responsible for making the District's water meter accessible to the District at all times. The meter box and surrounding area shall be free of excess foliage and/or debris.

3.2. In circumstances where the water meter is not accessible to the District, the District will deliver a written notice to the customer requesting that access be made available within five (5) business days.

- 3.2.1. The Customer is responsible for making the District's water meter accessible to the District within the time required by such notice. Failure to observe these time limits is considered fraudulent use of service, and will entitle the District to relocate and/or discontinue water service (refer to policy 6220 Discontinuance and Restoration of Service).
 - 3.3. In circumstances where the meter box or surrounding area has excess foliage and/or debris, the District will deliver a written notice to the customer requesting the meter box and surrounding area be free of excess foliage and/or debris within five (5) business days.
 - 3.3.1. The Customer is responsible for clearing the meter box and surrounding area from excess debris and foliage within the time required by such notice. Failure to observe these time limits will entitle the District to clear the area around the meter box.
 - 3.3.1.1. The property owner will be charged the actual cost incurred by the District to clear the area around the meter box.
 - 3.4. The District will attempt to use an actual meter reading when billing for water service at a commodity rate.
 - 3.4.1. An actual meter reading can be obtained by one of the following methods:
 - 3.4.1.1. Radio read technology
 - 3.4.1.2. Touch read technology
 - 3.4.1.3. Manual read
 - 3.5. When an actual meter reading is not available, the District will use an estimated water meter reading for billing purposes.
 - 3.5.1. The District will establish the estimated meter reading using the consumption history for the specific account.
 - 3.5.2. Estimated meter readings shall not be consecutive.
4. Request for Meter Re-Read
 - 4.1. A water meter re-read is defined as any water meter reading that occurs outside of the routine water meter reading schedule (cycle) for that meter.
 - 4.2. The customer may make a written request for a meter to be re-read for the purpose of verifying billing accuracy.
 - 4.2.1. The District will re-read the meter within 48 business hours of receiving the request.
 - 4.2.2. If the reading on the bill is found to be in error, the District will adjust the account to reflect the correct meter read information.

4.2.3. If the reading on the bill is found to be accurate, the customer will be assessed a meter re-read fee.

4.2.3.1. Each customer account may receive one District meter re-read per calendar year with no meter re-read fee assessed.

5. Request for Meter Test

5.1. The customer may make a written request for a meter to be tested for the purpose of verifying the meter register accuracy for measuring volume of water passing through the meter.

5.1.1. The District will test the accuracy of a meter within seven (7) business days of receiving the request.

5.1.1.1. The meter will be tested in the condition as found prior to any alteration or adjustment.

5.1.1.2. The District will use current AWWA meter test procedures and standards for determining meter accuracy.

5.1.1.3. The customer may witness the meter test when reasonable.

5.1.2. If the meter test results reveal that the meter is registering more water than the actual quantities passing through the meter, and the amount exceeds the allowable AWWA standard of 101.5% accuracy, then the District will credit the account in the amount overcharged up to but not exceeding one (1) year before the error was identified.

5.1.3. If the meter test results reveal that the meter is not registering more water than the actual quantities passing through the meter, and does not exceed the allowable AWWA standard of 101.5% accuracy, the customer will be assessed a meter test fee.

5.1.3.1. The District may waive this fee if the customer schedules a Landscape/Irrigation Review with the District and is performed on the subject property prior to the next scheduled meter reading for this meter.

5.1.3.2. The meter test fee can only be waived one (1) time per calendar year.

5.1.4. The District will provide a report showing the results of the meter test to the customer within 15 days after the completion of the test.

6. Request for Leak Adjustment

6.1. The customer may make a written request for a leak adjustment.

6.1.1. The customer must submit the request by completing the District Leak Adjustment Request Form.

6.1.1.1. The property owner is required to sign the Leak Adjustment Request Form.

- 6.1.1.2. The District must receive the completed District Leak Adjustment Form within 60 days from the bill date that reflects the leakage.
- 6.1.1.3. The customer must demonstrate that the private plumbing leak(s) occurred and that the repairs have been made.
 - 6.1.1.3.1. No leak adjustment will be approved if caused by negligence (e.g. unattended or forgotten faucet)
- 6.1.2. The District will review submitted leak adjustment requests and approve leak adjustments as follows:
 - 6.1.2.1. The property owner is only allowed one (1) leak adjustment for the life of the account (this is a one-time courtesy credit).
 - 6.1.2.2. The District will compare the water usage on the current billing statement (for the meter that had the leak) to the water usage for the same billing period the previous year to determine water usage eligible for a leak adjustment.
 - 6.1.2.2.1. The difference between the current water usage and the same time previous year water usage will be eligible for an adjustment (previous year must be higher).
 - 6.1.2.2.2. Eligible water usage may not exceed 500 CCF's.
 - 6.1.2.3. The District will credit the property owner's account 50% of the eligible water usage as determined above for a leak adjustment.