



POLICY & PROCEDURE

Title: Replacement of Water Meter Policy

Category: Water and Sewer

Date: March 25, 2025

Authority: Director of Public Works

Policy No.: 9.6

POLICY STATEMENT

The Council of the Town of Unity (the Council) is committed to ensuring that all water meters installed on residents' premises are recording water usage accurately. The Council recognizes and accepts there will be occasions, especially in the event of an unexpected high water bill, where a resident will challenge the accuracy of their water meter and demand it be changed.

POLICY OBJECTIVE

Council's goal is to regulate the replacement of existing water meters in respect to accuracy. While at the same time, ensure undamaged water meters are not needlessly changed based only on a presumption of defectiveness.

POLICY

This policy establishes the guidelines regarding the procedure to be followed when a resident suspects their water meter is faulty and/or damaged, and thereby requests the water meter be changed. It is agreed that:

1. Property owners may request a detailed data log report of past water usage for a fee of \$40/report, payable prior to report generation. This report helps compare water usage

trends with household activity patterns, providing an informative tool for assessing potential causes of high consumption, and supports informed decision-making before pursuing meter replacement.

2. To pursue meter replacement: the property owner(s) will be responsible for the cost to repair or replace a damaged water meter, associated fittings and assembly, unless the damage is a direct result of the actions of Town Staff.
3. In the event a property owner disputes the accuracy of a water meter, the questionable meter will be replaced and sent for testing to an independent laboratory.
4. The associated testing costs and freight charges will be paid upfront by the resident as a deposit fee of \$150 (subject to change).
5. In the event the independent test confirms that the water meter in question is faulty:
 - a. The resident will be refunded the deposit amount in full,
 - b. and their last water bill will be adjusted to the minimum charge.
6. In the event the test confirms that the water meter is not faulty:
 - a. The deposit will not be refunded,
 - b. and no adjustment will be made to their Utility account.

Document Revision History

November 26, 2019 – New policy

October 27, 2020 – revision

March 25, 2025 - revision