



CORPORATE POLICY

Schedule "A" To By-law # 62-2020

DEPARTMENT:	WATER/SEWER
SECTION:	Water Meter Policy
APPROVAL:	COUNCIL
POLICY NUMBER:	2020-03
DATE OF PRESENTATION:	December 14, 2020
EFFECTIVE DATE:	December 14, 2020

1. PURPOSE:

The purpose of this policy is to establish:

1. Outlines responsibilities for the Town and its residents for the installation and maintenance of water meters and related equipment.
2. Provides further clarity when legislation and current Town Bylaws fall silent.

2. POLICY STATEMENT:

A clear process must be established to define ownership of the components of water meters and the private plumbing system of the town's residents. The policy will provide a clear process to staff, eliminating a need for interpretation or differential treatment. This policy will establish fair and equitable processes to cover all aspects of water meters including installation, measuring of supply, access to meter and meter testing.

3. ASSUMPTIONS:

A meter installation program was established in 2011 where municipal water & sewer billing was converted from a flat rate charge to a metering program. During the period of 2011-2013, meter kits were installed. These kits included meter, dual and ball valves, meter valves, MXU and reader, and expansion tanks. The initial cost was funded by the town, through a 20-year long term debenture (maturing in 2033) and was initiated in order to monitor water usage, eliminate over usage and promote conservation.

The Town continues to replace meters due to malfunction and have dealt with grey areas of what portion of the meter and surrounding plumbing is the Town's responsibility. The attached image (appendix 1) is used to clearly define Town and Homeowner responsibility. Elements of plumbing such as expansion tanks and ball valves are adopted into the private plumbing system once meter has been installed. The meter, the check valve and meter tail piece connector are the only responsibilities of the Town. If there is vandalism to the meter, then the homeowner must provide the funds for a replacement valve. (By Law 60-2020 Section 7.7)



4. POLICY

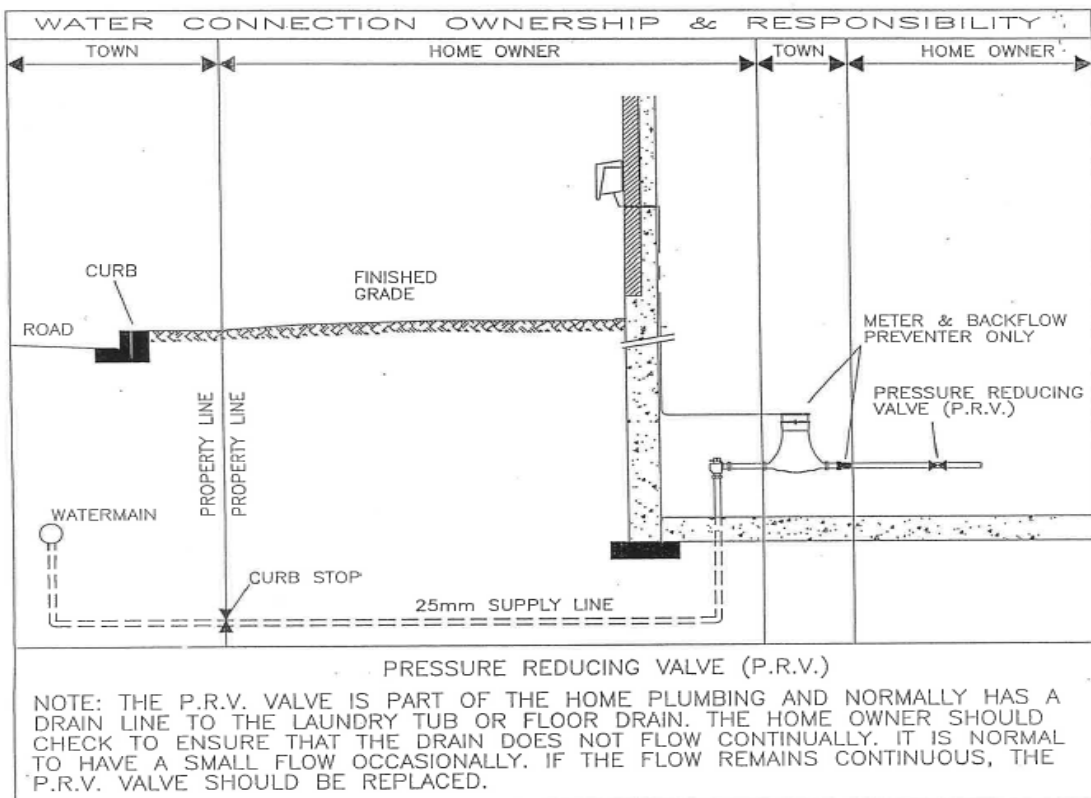
The purpose of water meters is to:

- Record volume of water used by a property or unit.
- Enable Town of Shelburne to charge for usage and monitor usage.
- Assist customers to detect water leaks within their property.
- Monitor volume entering the sewer system.

Ownership and supply of meters

Water meters are supplied by and owned by Town of Shelburne. Homeowners are required to pay for the installation of the water meter and arrange for the activation and inspection of the installed meter. Please see appendix 1 below:

**Access
Meter**



to



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Although meter reading is now automated, Town of Shelburne employees or contractors acting on behalf of Town may require access to meter for repairs, replacement, and quality checks. By Law 60-2020 section 7.12 authorizes Town personnel access to the premises and be provided free and clear access to the meter. Initially, an estimated billing may be created to satisfy the required invoicing, but the occupant/homeowner will be required to provide access within fourteen days upon written notification. The Town has options to shut off supply of water until such a time that access is granted or to enforce triple water base rate as per User Fees and Charges.

Meter replacement

Town of Shelburne has a meter replacement program for 5/8 meters (residential) when meter has been deemed as reaching its full life. Meters will also require replacement when they have stopped registering water use or are damaged. Meters will only be replaced by a Town employee or a licensed contractor acting on behalf of the Town. All costs for replacement of the meter will be the responsibility of the Town for all non-functioning meters but homeowner will be billed for the replacement, in the case of neglect or vandalism.

If a water meter or remote readout is removed or stolen, the owner of the premises shall pay the cost of replacing the water meter including installation. If not paid, the cost may be added to the taxes levied on the property and collected in the same manner as municipal taxes.

Protection and safekeeping of Town Meter

The owner is responsible for the safe keeping of the water meter and any remote reading devices that may be installed with the water meter on the owner's property. All owners shall protect the water meter and connecting valves and pipes from freezing, excessive heat, overheating of water, external and internal damage of any kind or any other thing which may affect the operation or reading of the water meter. If the meter has been damaged due to neglect, theft or tampering, the Town will arrange for a new meter to be installed and the homeowner will bear the cost and fees associated with the replacement.

Relocation of Water Meter Piping

Relocation of the meter or meter piping is prohibited without written approval from the Town. The owner/developer or authorized agent may submit proposed plans and specifications for approval from the Town. The owner/developer shall pay the entire cost involved in the relocation and compensate the Town for any cost incurred by the Town.



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Backflow Prevention requirements

Cross connections exist in all plumbing systems and may not be protected against backflow. Contamination could provide high risk to Municipal Drinking Supply.

Backflow devices are required on properties zoned:

- Industrial (A)
- Agricultural (PI, IN, EI)
- Commercial (NC, GC, RUC, RC)
- Institutional (I)
- Multi residential properties with 4 or more units
- Residential with mixed use

Meters 32 mm and larger (1 ¼" inch or larger) will have a backflow preventor installed and be installed with a bypass. By March 30th of each year, properties with backflow preventers must arrange to have their device tested by an authorized person (Authorized Function List Bylaw 61-2020 Appendix A) and the test results submitted to Town of Shelburne Water and Wastewater department.

Properties posing a risk that currently do not have a backflow preventer installed must (as per Bylaw 61-2020):

- Must install a backflow preventer at the property owner's cost
- May have water shut off until preventer is installed

Site Surveys (Bylaw 61-2020 Appendix B) will be conducted by Town Staff wherever potable water is available and plumbing meet the criteria with elevated risk. The Site Survey will require renewal every five (5) years. Notices from Town Water department will be delivered at the first of the calendar year upon the expiration of the current survey.

Notification of Malfunctioned meter

The resident should notify the Town of Shelburne immediately whenever the meter or any part of the meter has malfunctioned or appears damaged.

New Meter Installation-Residential

Developer/Owner is responsible for the cost of new meter and remote reader and will be responsible for all plumbing to install all components of the meter kit ie: expansion tank, meter ball valve, meter valve, dual check valve, reader/MXU including the wiring from the MXU to the meter. Arrangements must be made with the Town upon install to allow an inspection and activation of meter. Any service 1¼" and larger must be plumbed with a bypass.



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All meters will be mounted horizontally (1" and higher) and vertically (5/8' or 3/4 ') for all services and allowed a cleared minimum access space of 3'. Meter valve must be exposed, and the expansion tank must be installed between the hot water tank and the meter.

If an inspection indicates the installation has not been carried out as indicated, the Municipality shall correct or modify the installation at the homeowner's expense.

Services are billed to contractor as of the date water/wastewater services are turned on by municipal staff. (Bylaw 60-2020 Section 3.13). If water/wastewater services are turned on by anyone other than municipal staff, the contractor is charged a flat rate from the date of service installation and/or inspection. Billing will change from flat rate, billed to developer, to metered use as per sale date or occupancy date, to the new homeowner. Resident is required to sign an application for new water sewer account (Bylaw 60-2020 Schedule A) and to make an appointment for municipal staff to activate the installed meter for meter activation.

New Meter Installation-Commercial/Industrial

Developer/Owner is responsible for the cost of new meter and remote reader and will be responsible for all plumbing to install meter. Arrangements must be made with the Town upon install to allow an inspection and activation of meter. Any service 1¼" and larger must be plumbed with a bypass.

All meters will be mounted horizontally (1" and higher) and vertically (5/8' or 3/4 ') for all services and allowed a cleared minimum access space of 3'. Meter valve must be exposed, and the expansion tank must be installed between the hot water tank and the meter.

If an inspection indicates the installation has not been carried out as indicated, the Municipality shall correct or modify the installation at their expense.

Schedule I provides restrictions for Shelburne's Industrial Park (lot plan #) limiting water use.

All specifications must follow the Town's Design criteria and the Ontario Building Code, as updated.

Water Utility Turn on

The water control valve or curb stop is to be activated only by employees or individuals authorized by The Town of Shelburne. The owner or his authorized agent must request an appointment from Town of Shelburne Water and Sewer Department prior to when they require the water to be turned on. Charges will apply as per the Town's User Fees and Charges.



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5. CONTACT

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