



Hamilton

**Important Notice  
Regarding Initial  
Water/Wastewater  
Billings & New Water  
Meter Installation**

The City of Hamilton's Waterworks By-law, R84-026, as amended, states that all property owners are liable to pay current water rates once the property is supplied with water from a City watermain. **Billings are commenced when the insulation inspection occurs, on a flat rate (non-metered) basis unless a water meter has already been installed. To avoid flat rate billings request your water meter installation before you request an insulation inspection.**

Property owners, builders and constructors must email the property address along with the water meter permit # to [meteroperations@hamilton.ca](mailto:meteroperations@hamilton.ca) at least 6 City working/business days before contacting the City's water meter installation contractor at (800) 667 4387 for new water meter installations.

Property owners, builders and constructors who have connected to the City's water supply are required to have a water meter installed and a remote reading device for their water service. Where new construction is under way, the builder or constructor is responsible to have the meter installed during the time period before the final occupancy inspection, as carried out by the City's Building Department. In the case of new construction, failure to have the meter installed prior to the occupancy inspection may result in the issuance of an Order to Comply by the Building Department.

Additionally, if the City's installation contractor is unable to install the meter when scheduled because of unfavourable site conditions the property owner may be charged for a service call as per the Water Wastewater/Storm Fees and Charges By-law.

Property owners, builders and constructors are reminded that water meters are owned, installed and maintained by the City. It is a contravention of the Waterworks By-law, for anyone other than an authorized representative of the City to remove, repair, alter or replace water meters in the City of Hamilton. Anyone found to be contravening the City's Waterworks By-law in this regard may be subject to a maximum fine of \$5,000 per offence. The Waterworks By-law requires that all property owners, builders and constructors must protect all plumbing, including the water meter, from freezing.

