



Hamilton

WATER METER TESTING REQUEST FORM

Customer Information

Surname/Company Name	First Name
Service Address (House No. & Street Name)	
Home Telephone Number Cell Number	Work Telephone Number Email Address
Alectra Utilities Account Number	Meter Number (found on water bill)

Reason for Test Request

Date

The following conditions apply to a Customer requesting testing of a water meter:

A. The Customer must complete a Water Meter Testing Request Form and must pay current water meter testing fee(s) (meter size found under Meter Type at bottom of water bill). Fee will be added to customer's water bill prior to test. Fee will be waived and refunded where meter is found to be registering more than two percent (2%) in error.

City of Hamilton 2026 Testing Water Meters User Fees (includes HST)			
15 mm & 16 mm Diameter	\$ 577.20	38 mm Diameter	\$ 1,609.01
20 mm Diameter	\$ 658.18	50 mm Diameter	\$ 1,850.88
25 mm Diameter	\$ 782.57	100 mm plus Diameter (In Situ/In-line Testing)	\$ 1,405.32

B. The Customer is required to keep their account current with payment in full or establish a payment arrangement while the meter is tested.

C. The meter to be tested will be removed and sent for testing, at the time of removal a new meter will be put in its place.

D. The process for testing takes approximately 4 weeks.

E. In the event that the water meter is found to be within accuracy limits*, the Customer's account will remain "as is", i.e. no adjustment, as explained in the Meter Testing Information Sheet.

F. In the event that the water meter is found to be outside accuracy limits*, the Customer's account will be adjusted based on the test results as explained in the Meter Testing Information Sheet.

*Accuracy Limits as defined in AWWA Manual M6 (5TH Edition), Chapter 5, Section 1, Table 5-1 (see Table 1 on Meter Testing Information Sheet).

I agree to the conditions above and to pay for the cost of testing if the water meter is found to be within accuracy limits*:

Customer Signature

Date

WATER METER TESTING INFORMATION SHEET



Hamilton

Water Meter Testing Procedure:

1. Water meters will be tested in accordance with the City of Hamilton Waterworks By-law NO 23-235, as amended.
2. A customer must request water meter testing through Alectra Utilities. **The Water Meter Testing Request Form must be completed by the customer and submitted to Alectra Utilities Corporation P.O. Box 2249 Station LCD 1, Hamilton, ON L8N 3E4. By fax: 905-522-6228** For questions, call 1-833-ALECTRA (1-833-253-2872) (Office Hours 8:30 am to 4:30 pm).
3. Each meter test is carried out in a Canada Weights and Measured Calibrated test bench. Each test is conducted in accordance with AWWA Manual M6 (5TH Edition), Chapter 5, Section 1, Table 5-1, and comprises test at three different flow rates, namely low, intermediate and high flow. For each test, a known volume of water is passed through the meter and the value registered by the meter is recorded. The ratio of recorded volume to known volume determines the % accuracy.
4. The measured % accuracy is compared to the allowable accuracy limits.
5. Upon completion of the tests, the results are sent to Hamilton Water. The test results are reviewed with City Finance and a determination is made on any adjustment to the account based on the adjustment criteria detailed below.
6. The results of the test and account adjustment determination are forwarded to the Customer. **Table 1. Test Requirements for Water Meters**

Meter Size	Low Flow Rates			Intermediate Flow Rate			High Flow Rate		
	Flowrate (LPM)	Quantity (Litres)	Accuracy Limit (%)	Flowrate (LPM)	Quantity (Litres)	Accuracy Limit (%)	Flowrate (LPM)	Quantity (Litres)	Accuracy (%)
15-16 mm	1	40	90.0 - 102.0	7.5	40	96.0 - 102.0	57	400	96.0 - 102.0
20 mm	2	40	90.0 - 102.0	11	40	96.0 - 102.0	95	400	96.0 - 102.0
25 mm	3	40	90.0 - 102.0	15	40	96.0 - 102.0	151	400	96.0 - 102.0
38 mm	5.7	400	90.0 - 102.0	30	400	96.0 - 102.0	189	400	96.0 - 102.0
50 mm	9.5	400	90.0 - 102.0	60.5	400	96.0 - 102.0	378	400	96.0 - 102.0

Criteria for Customer Account Adjustment

Adjustments to customer accounts will be made, subject to the Waterworks By-law No. 23-235 as amended.

1. If the results from the tested meter are determined to be **below the lower accuracy limit** (i.e. the meter registers less water than actually passes through it) **at any of the tested flow rates and is within the accuracy limits at the other flow rates**, the Customer's account will remain in accordance with the original meter reading, i.e. no adjustment will be made to the water bill.
2. If the results from the tested meter are determined to be **above the upper accuracy limit** (i.e. the meter registers more water than actually passes through it) **at one or more of the tested flow rates**, the Customer's account will be adjusted down to reflect the amount of over-registration. The adjustment will only be made for a period up to 120 days prior to the meter being removed from service.
3. If the results from the tested meter are determined to be **below the lower accuracy limit at one of the tested flow rates and above the upper limit at one or all of the other tested flow rates**, the Customer's account adjustment will be adjusted down to reflect the amount of over-registration. The adjustment will only be made for a period up to 120 days prior to the meter being removed from service.

Notice of Collection: Personal Information as defined by the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c.M.56, as amended is collected under authority of sections 10 and 227 of the Municipal Act, 2001, S.O. 2001, c.25, as amended, and the City of Hamilton Water Works By-law No. 23-235, as amended. Personal Information provided by the Property Owner and/or Contractor including the submission of the water meter test request form or other information and documentation will be used by the City of Hamilton and their water billing agent and meter installation contractor to test the water meter. By providing your email address, you are consenting to receiving emails from the City of Hamilton and/or their agents/contractors for the purpose of administering the water meter tests under the Waterworks By-law No. 23-235, as amended. Questions about the collection of this Personal Information can be directed to the Supervisor, Dispatch and Operations Support, Customer Service and Community Outreach, 330 Wentworth St N, at 905-546-2489 (8:30 am - 4:30 pm Monday through Friday) or by email at meteroperations@hamilton.ca.