



Hamilton

WATER METER TESTING REQUEST FORM

Customer Information

Surname/Company Name

First Name

Service Address (*House No. & Street Name*)

Mailing Address

Home Telephone Number

Work Telephone Number

Cell 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 (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 2020 Testing Water Meters User Fees (includes HST) | | | |
|---|-----------|--|-------------|
| 15 mm & 16 mm Diameter | \$ 355.45 | 38 mm Diameter | \$ 1,033.02 |
| 20 mm Diameter | \$ 410.04 | 50 mm Diameter | \$ 1,742.55 |
| 25 mm Diameter | \$ 468.50 | 100 mm plus Diameter (In-line Testing) | \$ 1,051.37 |

- B. The Customer is required to keep their account current with payment in full or establish a payment arrangement even though the meter is being sent for testing.
- C. Meter testing is carried out at an independent third party testing facility.
- 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 accurate:

Customer Signature

Date



WATER METER TESTING INFORMATION SHEET

Water Meter Testing Procedure:

1. Water meters will be tested in accordance with the City of Hamilton Waterworks By-law R84-026, as amended.
2. A customer must request water meter testing through Alectra Utilities. **The Water Meter Testing Request Form must be completed by 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 905-522-9200 (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, transitional 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 R84-026, as follows:

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.

Personal information on this form is protected under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Information Protection and Electronics Documents Act (PIPEDA).