

CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE	DEPT 4100-07-04 LGL 2007-24
<b>TITLE: TESTING METERS</b> EFFECTIVE DATE: June 19, 2007 REVISION EFFECTIVE DATE: NA	

1.0 GENERAL

1.1 The City Water & Hydroelectric Services Department operates a public utility to provide potable water to its customers. On occasion, customers have questions about the level of water usage being charged and ask to have their water meter tested for accuracy by the City.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to the Water & Hydroelectric Services Department

3.0 REFERENCES

SMC sections 13.01.0318 and 13.04.0608

4.0 DEFINITIONS

4.1 "Water Meter" means a device for accurately measuring consumption of water, City of Spokane supplied or approved by the Water & Hydroelectric Services Department.

## 5.0 POLICY

5.1 It is the policy of the Water & Hydroelectric Services Department that the department will test a water meter within its service area at the customer's request or if the department deems it necessary.

5.2 Fees.

5.2.1 The fee for testing a meter is one hundred dollars (\$100.00) except as provided hereafter.

5.2.2 If testing discloses an error against the customer of more than three percent (3%), the department will bear the entire cost of the test.

5.2.3 There is no charge for the replacement meter if there is no customer fault or neglect or if the meter has served its regular useful life .

5.3 Reimbursement.

5.3.1 When testing confirms a water meter has over-registered consumption by more than three percent (3%), the customer shall be granted an account credit.

5.3.2 The amount of the account credit will be equal to the percentage of over-registration for a period of time not to exceed twelve (12) months.

5.3.3 No cash refunds are authorized

## 6.0 PROCEDURE

6.1 Customers who believe their water meters may be inaccurately registering their usage should contact the department at (509) 625-7825.

6.2 An appointment will be scheduled for department personnel to inspect plumbing within the residence or other facility.

6.3 If inspection of the customer's plumbing reveals no obvious problems and the customer still questions the accuracy of the water meter, testing can then be arranged.

6.4 The water meter to be tested will be removed from the residence and another water meter installed in its place. The replacement water meter will be tested and certified accurate at the time of installation. The water

meter to be tested will be brought to the department and its accuracy verified by testing on a certified accurate water meter test bench.

6.5 It shall be the privilege of the customer to be present at the department and witness the meter test. Both parties must accept the findings of the test.

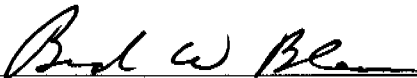
7.0 RESPONSIBILITIES

7.1 The Water & Hydroelectric Services Department shall administer this policy.


8.0 APPENDICES

None

APPROVED BY:

  
\_\_\_\_\_  
Director

6-4-07  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
City Attorney (ASST)

5-24-07  
\_\_\_\_\_  
Date