

8-2-2: METERS:

A. Metered Water Required:

1. All water consumption shall be measured by a City provided meter supplied to customers at a price determined by the City as set forth by section 3-1-2.J of this code.
2. Except for the extinguishment of fires, no person other than an authorized City employee shall use water from the City water system unless the water passes through a meter supplied by or approved by the City. No person not authorized by the City shall connect, disconnect, take apart, or in any manner change or interfere with any such meter or its use.
3. Where repair or replacement of an existing meter is made necessary by act or neglect of the owner or occupant of the premises, any City expense incurred thereby shall be charged against and collected from the utility account.
4. The City may refuse to turn on water, or if water has been turned on it shall be turned off, for violation of the provisions of this section.

B. Installation Requirements: Except as may be allowed by the Utilities Operation Manager, utility meters shall be installed pursuant to the following specifications:

1. Meters shall be installed with the slope and waste valve a minimum of twelve (12) inches, but not more than thirty-six (36") inches, above the floor.
2. The area in which the meter is installed shall have a ceiling of not less than seven and one-half (7.5') feet.
3. There shall be an obstruction free area not less than eighteen (18") inches in radius. around the meter.
4. Existing meters shall be exempt from the requirements of this section but shall be brought into compliance when replacement or relocation of the existing meter is required or if the Utilities Operations Manager determines that the meter location is a safety issue for City staff.

C. Access For Reading Meters: Authorized meter readers and repair personnel shall have free access at reasonable hours of the day to all parts of every building and premises connected with the City water supply system in order to read meters, make inspections and make repairs. Denial of such access may result in water service being shut off.

D. Responsibility For Meters: The property owner or builder shall pay for the initial water meter(s) installed at each property. After such initial purchase and installation of the water meter(s), the City shall maintain and repair, at its expense, any meter that has become unserviceable through ordinary wear and tear and shall replace the meter if necessary. Where repair or replacement is made necessary by act or neglect of the owner or occupant of the premises, any City expense caused thereby shall be a charge against and collected from the water consumer, and water service may be discontinued until the cause is corrected and the amount charged is paid.

E. Possible Errors In Billing:

1. When a consumer complains that a bill for any past water consumption and use is excessive, the City shall have the meter reread upon the consumer's written request. If the consumer remains dissatisfied, the consumer may, upon written request, have the meter tested. If the test shows an error in the City's favor exceeding five percent (5%) of water consumed, a new meter shall be installed, and the bill shall be adjusted accordingly. If the test shows an error in the customer's favor exceeding five percent (5%) of the water consumed, such adjustment shall not extend back more than the last billing period from the date of the written request. The result of any test shall be reported to the owner or consumer in every case.
2. If the City becomes aware of an error for any past water consumption or billing in the property owner's favor, the City will reimburse the property owner for the amount paid in error. Adjustments shall not extend back more than six (6) years from the date of notice of the error.
3. If the City becomes aware of an error for any past water consumption or billing in the City's favor, the City may correct said error and collect unpaid amounts from the owner for water service provided. In that event, the City shall provide the owner with documentation and an explanation of the error, and the adjustment shall not extend back more than three (3) years from the date of notice of the error, and the City shall provide for a payment plan.

F. Removal Or Replacement Of Meters: The City reserves the right to remove and/or replace meters as to size and type when deemed necessary by the City. (Prior Code § 6-2-7; amd. Ord. 2919, 9-23-2019; Ord. 2019-25, 11-25-2019; Ord. 2023-07, 9-25-2023)

8-2-3: SERVICE PIPES; RESPONSIBILITY FOR REPAIRS:

- A.** The service pipe from the water main to the meter and the connections thereto shall be the property of the consumer. The pipe must be protected and maintained by the consumer. In the event the consumer fails to make any necessary repairs to the connections or pipe within twenty four (24) hours after being notified to do so by the City, the City shall disconnect the premises from City water.
- B.** The cost of all repairs and replacement of any plumbing or service pipes between the property and the main City utility line(s) shall be borne entirely by the owner of the property affected, and if such repair or replacement work is performed by the City, the cost of time and material shall be assessed against the owner of the affected property. (Prior Code § 6-2-8)