



# **UPPER HALFMOON WATER COMPANY**

## **METER POLICY**

**Approved 9/10/24 – Draft 2/15/26**

**Summary: This policy identifies the water company and member obligations concerning the water meter and submittal of water meter readings. Also addressed are the consequences of non-compliance concerning premise access and the prevention of meter service.**

**Authority: BY-LAW ARTICLE XI Sections 2 and 6**

### **Meters**

- A water company-owned meter will be installed and maintained by the water company to measure water usage by the members.
- The water company has the right to access and inspect, and if desired, replace the meter at its discretion.
- A water meter inspection is mandatory prior to the property being transferred to a new owner.
- It is the member's responsibility to maintain clear access to the meter and the surrounding area to allow for meter maintenance and replacement.
- It is the member's responsibility to maintain the primary water isolation valve inside the foundation wall so that it completely shuts off the water supply to the meter.
- Until the water company installs automatic meter reading technology, the member must submit accurate meter readings when requested during each billing cycle. See penalties below for non-compliance.
- Members who cannot access the location of their meter to perform a meter reading due to a handicap or physical disability may contact the water company to discuss alternative options.
- If a service line exceeds 300 feet in length, the meter will be placed in a meter pit at an agreed-upon location close to the curb stop.
- Members will be held financially responsible for any damage (beyond cosmetic) that occurs to the water meter and will be billed for the cost of a new replacement meter.

## Penalty Fees

- \$15.00 - Failure to submit a meter reading for one billing cycle
- \$35.00 - Failure to submit a meter reading for two or more consecutive billing cycles.

## Noncompliance Clause

- For purposes of this clause, meter inspection, maintenance, repair, and replacement will be referred to as “meter service.”
- If a member cannot be contacted or refuses to allow access onto the property or into the premises to perform meter service, the water company may shut off the water at the curb stop 30 days after the date a certified letter has been mailed to the member, but only if the member has not granted access to complete meter service within that 30 day period.
- If a member fails to submit a meter reading for two consecutive quarters, they will be mailed a warning letter informing them of the repercussions of another occurrence. If there is another occurrence of two consecutive missed meter readings after the original warning letter, the member will be notified again and required to install an 18 gauge/2 conductor wire (sold as Bell Wire), at the member’s expense, from the meter area to an accessible location (preferably near the electric meter) on the outside of the building where the water company will install a touch pad for outside meter reading capability. Failure to install this wire, failure to notify the water company of its installation, or refusal to allow the water company access to perform meter service following wire installation within 30 days of notification may result in the water being shut off at the curb stop valve.
- If a member or previous owner of a member’s home has physically enclosed the area surrounding the water company’s meter and that enclosure prevents meter service, the member will be given 30 days to modify or remove the enclosure to allow the water company to complete the meter service. If the enclosure is still preventing meter service (in the water company employee's opinion) after those 30 days, the water company may shut off the water at the curb stop valve until the meter service is completed.

- As a second option to the bullet point above, the member may install a meter pit, at their expense, instead of modifying or removing the enclosure that is preventing meter service. If the new meter pit is not installed within 30 days, the water company may shut off the water at the curb stop valve until the meter service is completed.
- Refer to the Water Shut-Off Policy for additional information.