



METER INSTALLATION FREQUENTLY ASKED QUESTIONS

What are the benefits of having a water meter installed?

With a water meter, you only pay for the water you use; additionally, you can see how much water you are using monthly/weekly/daily, which makes it easier to take water conservation steps.

For many communities, benchmarking studies have shown that water metering is an effective way to reduce overall water consumption. Cities including Calgary, Edmonton, Regina and Winnipeg are all universally metered.

Water meters also provide much better information about consumption patterns. This information allows Utilities to be more effective in planning facilities to meet demand and reduce the amount of unaccounted for water (leakage) in the system.

Why does my current water meter need to be replaced?

Communities and customers rely on the accuracy of readings; moving to one of the latest industry standard technologies, Automated Meter Reading (AMR), will provide much better accuracy and reliability.

Your community may also be implementing an infrastructure leak detection system that will help identify costly and damaging leaks on mains and service lines.

What are the benefits of Automated Meter Reading?

AMR helps communities monitor sustainability and conservation practices, as well as leak detection, potential backflow incidents, and ensures residents are billed for their water consumption in an efficient manner. This metering equipment is suitable for many years to come and will meet the goals of improved customer service, billing accuracy, and employee safety.

Who is installing the meters?

Metercor has been contracted to install new water meters in your community. The Canadian company, headquartered in Calgary, installs over 30,000 water meters per year here in Alberta, and carries out operations across Canada. Metercor's Calgary based customer service representatives will be scheduling appointments and its service technicians will be doing the installation work.

Metercor technicians will be wearing uniforms, have photo ID, be in marked company vehicles, and have all passed a police security clearance.

When do I make my appointment?

You will be contacted from Metercor either by letter or phone call to book your appointment at a time that is convenient for you – weekend and evening appointments will be available.

What happens during the installation?

A Metercor service technician will visit you at the time of your scheduled appointment. The staff member will be uniformed and carrying identification. Someone over 18 years of age must be at the home or place of business to provide access. The technician will need to access the plumbing inside of your home. Typically, the new meter and equipment will be installed in under an hour. Water service for this time period may be interrupted using your main water shut off valve.

Where would my water meter be located?

Most water meters are in the basement where the water line enters the house, just above the main water shut-off valve. The meter is about the size of a one-litre plastic container of ice cream.

What should I do to prepare for the service?**- Water shut-off valve:**

Locate and exercise the main water shut off valve. It is typically located on a pipe that comes out of the floor and has a colored round or straight handle. Ensure the water in your home can be completely shut off. If you find the flow of water does not stop completely, have a plumber repair the faulty valve as soon as possible.

- Access:

Please clear the area of any personal belongings or storage so the installers have full, and safe access to complete the work.

- Pets:

It is very important to have any in-home pets sequestered in a place where their well-being and the safety of the installer will not be of issue.

My shut-off valve doesn't work, how will the installer turn the water off?

Metercor Installers have all the tools and experience required to stop the flow of water and install the new water meter at the time of your appointment. In some more challenging cases, however, a return visit may be required.

In the case of a meter replacement, how will this affect water billing?

You will be billed based on the final read of the old meter and consumption of the new meter.

After the meter is installed, how will the meters be read?

The meter has a low powered radio transmitter attached that is used to perform the reading; no access to your property is required. Every month the utility will be able to drive through the community and collect the consumption data for billing purposes.

I have a newly-finished basement, where will the meter go?

A water meter is usually installed just above the main water shut-off valve in your home. This is usually in the basement and is located on a pipe that comes out of your basement floor. If the water pipe is not exposed, the installers will need to expose the pipe to complete the work.

Can my son/daughter allow access to the home if I am away?

We require that an adult 18 years or older be home at the time of the appointment.

I hardly use any water yet my consumption is high. Why is this?

Statistics Canada reports that the average person uses approximately nine (9) cubic meters per month. If you are far exceeding this per person amount, then you may have a leak in your plumbing or a running toilet.