

# Water Meter Installation and Maintenance Policy

## **A. PURPOSE**

The purpose of this policy is to maintain uniform definitions and procedures concerning installation and maintenance of water meters within the City of Rice Lake. Regulations pertaining to water meters in the City of Rice Lake are provided in City Ordinance #27.

## **B. FURNISHING WATER METERS**

Water meters are furnished by the City to be installed in any structure connected to the City's public water supply system or where a private water system is discharged in any way to the City sewer system. Replacement by reason of disrepair or upgraded meters are furnished at no cost, except where replacement is rendered necessary by the act, neglect or carelessness of the owner or occupant of any premises. Any expense incurred by the City shall be charged against and collected from the owner of the premises in accordance with Ordinance 27; Section 14. C.

## **C. WATER METER INSTALLATION**

All water meter installations shall conform to the requirements of the Minnesota State Plumbing Code, the City of Rice Lake Ordinances, and the meter manufacturer's specifications. Water meters shall be placed in a location allowing access for maintenance and removal of the water meter by Public Works staff.

## **D. WATER METER MAINTENANCE**

All water meters are the property of the City and may only be removed, replaced, or repaired by the City. City Ordinance 27 establishes the requirements for the operation, replacement, and repair of water meters provided at no additional cost to customers subject to the conditions as described in the ordinance.

When maintenance needs to be performed:

1. City staff will notify the property owner or occupant of the need to schedule an appointment for the repair or replacement by phone, email, or door hanger at the service address. The door hanger shall provide clear direction of how to contact the City to schedule an appointment for the meter maintenance.
2. If the property owner or occupant does not contact the City within 10 days following the first attempt at contact, as mentioned above, a second notice shall be mailed to the customer or property owner address on record. The second notice shall include a specified date to contact the City to schedule meter maintenance.
3. If the property owner or occupant does not respond to the second notice to schedule maintenance by the established deadline or at any time fails to allow access for meter maintenance, the City shall begin charging a monthly rate set forth in the City's Fee Schedule. This flat rate will replace estimated reads from unserviceable meters or actual reads from aging meters due for upgrade.

4. A final notice will be mailed to the property owner or occupant notifying them of the change in billing rate and when it goes into effect.

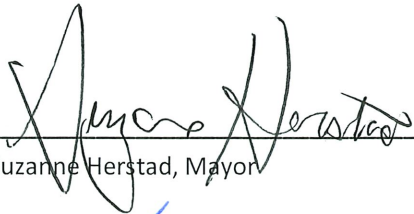
The procedures outlined above do not apply to water service terminations in response to emergency situations, delinquent utility payments or other processes related to vacant properties. While the City fully intends to meet the guidelines established in this policy, the Public Works Director or Utilities Manager may authorize immediate water service terminations that may reasonably be determined necessary to protect the integrity of the public water distribution system or sanitary sewer system.

Property owner or occupant preparation for water meter maintenance:

1. Have an authorized person, 18 years or older, available at the property to allow the Public Works staff access to where the water meter resides.
2. Make sure the water meter is unobstructed and accessible. If its heat wrapped it needs to be unwrapped prior to appointment.
3. If you know how, check the water shut-off valve(s) located on one or both sides of the water meter are operable prior to the scheduled maintenance.
  - a. If your shut-off valve(s) leak or fail during the meter replacement visit, it is the property owner's responsibility to replace or repair the valve(s). The City will not pay for repairs or perform the work. If the technician is unable to replace the meter system due to accessibility problems or because of obvious deterioration of the valves, the appointment will need to be rescheduled after the necessary repairs have been made.

**REPEALER** - This policy hereby repeals and replaces any former Water Meter Installation and Maintenance Policy.

**EFFECTUATION** - This policy was approved and adopted by Rice Lake City Council on 9-25-2023.

  
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Suzanne Herstad, Mayor

Attest:   
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Toni Blomdahl, City Clerk/Treasurer