

City of Northfield, Minnesota	Policy Number: 10.04
PUBLIC WORKS (UTILITIES DIVISION)	Adopted: 9/18/2018 – Motion 2018-098
WATER METER INSTALLATION AND REPAIR POLICY	Revised:

## 2.04 WATER METER INSTALLATION AND REPAIR POLICY

### A. PURPOSE

The purpose of this policy is to maintain uniform definitions and procedures concerning installation and repair of water meters within the City of Northfield. Regulations pertaining to water meters in the City of Northfield are provided in the City Code of Ordinances, Section 82.

### B. FURNISHING WATER METERS

Water meters installed on the City's public water supply system are furnished by the City. Water meters for new installations (i.e. new homes or buildings) are purchased from the City. Replacement meters are furnished at no additional cost, except that whenever a meter has been damaged due to negligence on the part of persons other than the employees of the City, the customer shall reimburse the City for the expense of repairing or replacing the meter.

### C. WATER METER TYPE

The City uses specific models of water meters to provide uniformity and interoperability for water meter reading operations and provide for an efficient data management process. The City furnishes water meters that are equipped with automated meter reading data transmitting capability for commercial, industrial and institutional properties as well as residential properties located within new subdivisions under development. Water meters with exterior registers may be used for replacement meters on residential properties. Specifications for new water meters are maintained by the Utilities Manager.

### D. WATER METER INSTALLATION

All water meter installations shall conform to the requirements of the Minnesota State Plumbing Code, the City of Northfield Code of Ordinances, and the meter manufacturer's specifications. The following additional installation standards shall apply to water meter installations:

1. The water meter shall be placed at least 12 inches above the floor slab and rigidly supported to prevent vibration.
2. The water meter shall be placed in a location allowing access to and removal of the water meter by Public Works staff.
3. The radio transmitter shall be installed in accordance with the manufacturer's recommendations and standards established by the Utilities Division Manager.
4. Outside registers or exterior data transmitters shall be easily accessible to meter reading personnel. Outside register or exterior data transmitters shall be at a height of at least 36 inches and no more than 60 inches above the finished grade of the ground surface. The connection

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wire shall be provided with its own hole when passing through any exterior wall, interior wall, or floor joist of the building.

5. The installation of a water meter bypass assembly shall require specific written authorization by the Utilities Division Manager prior to installation. A water meter bypass assembly will not be allowed for most standard service installations. Exceptions may include, but are not limited to, hospitals, nursing homes, large school facilities or medical care facilities in continual operation 24 hours per day.

#### **E. WATER METER REPAIR**

The City Code of Ordinances Section 82 establishes the requirements for the operation and repair of water meters. Most water meters function for many years without the need for repair. In some cases, water meters may stop functioning properly or data communication problems arise that prevent water consumption data from being collected for billing purposes.

The City provides for repair of water meters at no additional cost to customers subject to the conditions described in City Ordinance Section 82. When notified of the need to repair a water meter, most customers cooperate and schedule an appointment to allow Public Works staff to access the property and repair the meter. In some cases, a customer may not respond to the City's request to access the property to repair the meter. The following procedure is followed to respond to water meter repairs:

1. A water meter repair door hanger will be left at the premises of the customer. The door hanger shall provide clear direction that the customer must contact the City to schedule an appointment for the meter repair.
2. If the customer does not contact the City within 10 days following mailing of the first door hanger, a second notice shall be left at the premises of the customer. The second door hanger shall contain similar information contained in the first door hanger.
3. If the customer does not contact the City within 10 days following the second door hanger described above, a third notice shall be mailed to the customer. The third notice shall include a specified date when the water service may be terminated to the property if the water meter is not repaired. The Utilities Manager shall establish a water service termination date.
4. The Utilities Manager may proceed with water service termination based on professional judgment of the situation if the customer does not respond to the third notice to schedule repair of the water meter by the established deadline. The Utilities Manager shall notify the Public Works Director, City Administrator and City Council prior to proceeding with water service termination under this policy.

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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.

**F. EFFECTIVE DATE OF POLICY**

This Policy will be effective as of September 18, 2018. Modifications of the Policy will be effective on the date said modifications are approved by the City Council.