

# Water Metering Frequently Asked Questions



*Imagine that!*

## When will my metered billing begin?

As soon as your water meter is installed, your metered billing will begin. If you are a current Stratford Utility customer, your next bill will be adjusted to reflect what you have already paid in advance for that quarter and what is owed based on water usage since you had your meter installed. Moving forward, you will be billed for actual usage at the end of each quarter. If you are a new Stratford Utility customer, your first bill will reflect the water usage for the amount of time you were connected to the Utility's infrastructure during that quarter. Meters will be read at the end of March, June, September and December with quarterly bills sent out afterwards.

## What is the metered water rate?

The water meter rate contains a base rate and a usage rate. Your water base rate for a 5/8" meter (the majority of residential water meters are this size) as of July 2019 is \$30.87 per quarter and the sewer base rate is \$49.61 per quarter. The base rate is calculated using a rate model system and is required to ensure that there are adequate funds available for regular maintenance of the water and sewer systems. The water usage rate is \$0.89 per cubic meter and \$1.43 per cubic meter for sewer usage. The usage rate is calculated on your actual consumption with the funds used to offset the costs to the Stratford Utility for the operation and administration of the water and sewer systems based on actual usage by customers. The below chart provides an example of what rates will look like. From the pilot program findings and best practices it has been determined that on average, 50m<sup>3</sup> is the anticipated level of usage in a single family dwelling. The examples in this chart show what to expect if you use less or more water under the water metering program.

Quarterly Usage	Water Cost	Sewer Cost	Total Quarterly Cost
30 m <sup>3</sup>	\$57.57	\$92.51	\$150.08
40 m <sup>3</sup>	\$66.47	\$106.81	\$173.28
50 m <sup>3</sup>	\$75.37	\$121.11	\$196.48
60 m <sup>3</sup>	\$84.27	\$135.41	\$219.68
70 m <sup>3</sup>	\$93.17	\$149.71	\$242.88

## Who is responsible for maintaining the meter?

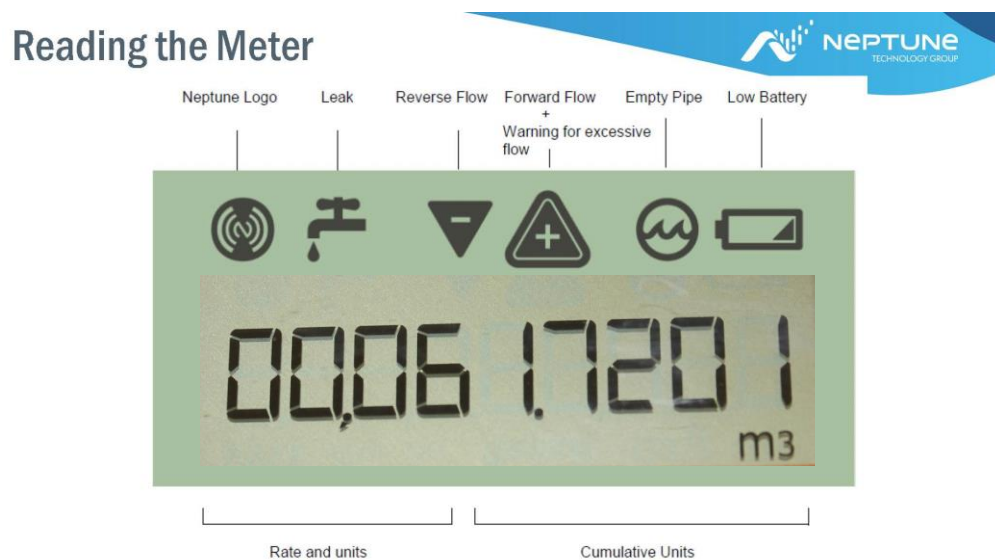
The Stratford Utility is responsible for any future water meter maintenance, provided you, the owner, take reasonable precaution to prevent any damage to it. It is illegal to tamper with the water meter.

### How is my water meter read? Do you need access to my house?

We do not need access to your house once water meter billing begins. Your water meter will transmit a low frequency radio wave which is received and recorded through a mobile data collection system. Information will be collected quarterly by the Town of Stratford for billing purposes.

### What if I have a leak in between billings? Is the Town of Stratford notified?

It is the property owner/residents responsibility to watch their own water meter and detect possible leaks on your property. The Town of Stratford will not receive any warnings about possible leaks and you will be billed accordingly. It is good practice to regularly monitor your own consumption. The water meter has a leak detector icon of a faucet, which will normally not be visible however if on, should prompt you to verify that you do not have a leak. The icon will flash indicating that water usage has taken place for more than 50% of the time during a 24 hour period. If the faucet icon remains on continuously, this indicates that water usage has occurred at least once every 15 minutes over a 24 hour period indicating there is most likely a leak at your property (i.e. even during your likely sleeping hours of 11pm to 6am when no water usage would be anticipated in most homes).



Your meter will read water consumption in cubic meters ( $m^3$ ). To determine your daily usage simply take note of the number displayed on your meter one day, then again the following day at approximately the same time. By subtracting the value of the first day from the value of the second day you will know how much water you have used in the 24 hour period in cubic meters ( $m^3$ ).

### Who do I contact in an emergency situation?

For water meter related emergencies, contact the Town of Stratford at (902) 569-1995. For after office hours emergencies contact (902) 626-2177.