

Water Meter - Frequently Asked Questions (FAQ)

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Where is a water meter installed?

A water meter is 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 generally comes out of your basement floor. Locate the main water shut-off valve in your basement. It usually has a coloured, round or straight handle. Please clear the area around this valve so installers have full access. If the water pipe is not exposed, the installer will need to expose the pipe in order to complete the work. The installer will offer options to finish the installation.

What about the plumbing from the meter to my house?

The customer is responsible for the repair of defective plumbing or valves on their property. The Municipality owns the meter and is responsible for its maintenance and replacement when required. ([please refer to By-law #2012-064 for full water supply responsibilities](#))

Am I able to read my own meter?

Yes, the new meters will have a digital/register display so meters can be read manually.

How does the system work?

The key to the system is a device called an ERT – Encoder-Receiver-Transmitter. This device is connected directly to a special electronic register on the water meter. Normally, the ERT does nothing – it “sleeps,” waiting for the meter reader to approach.

The meter reader's handheld or truck-mounted reading device sends out a “wake up” signal. When an ERT receives the wake up signal, it checks the reading on the meter register, encodes it into a digital signal, and begins transmitting its identification number and the current reading. After a few minutes, the ERT stops transmitting and goes back “to sleep,” waiting for the next time we need a meter

reading. The handheld device or truck-mounted computer system matches the ERT identification number with each property and records the reading. At the end of the day, the meter reader unloads the information to our billing system.

Is there any special care or maintenance that I need to do to my water meter?

No. The water meter does not require any maintenance by the homeowner. The Municipality is responsible for all maintenance; however, you should be careful not to damage the water meter by bumping into it, pushing boxes against it or allowing it to freeze.

As well, homeowners have the responsibility to ensure that clear, unobstructed access is provided to the meter in the event that maintenance needs to be performed.

It is necessary to close both valves on either side of the meter in order to remove the meter. These valves were purchased and installed by the owner of the house or building and must be maintained by the owner. These valves should not leak when they are closed or opened. If the valves have not been operated (opened and closed) in years, you probably should have them replaced or at least have the packing replaced in them because they may leak when we come in to repair the meter. The Municipality is responsible for only our meters, not the valves on either side of the meter. If a leak should occur, it is the responsibility of the owner to repair the valve(s).

What if we have a leak at the meter?

Please call the Municipality at 519-666-0190 should you have a leak at the meter.

What powers the radio transmitter?

The radio is a battery powered device. The expected life of the battery is 20 years which coincides with the expected life of the new meter.

Will the radio transmitter interfere with my television, cordless phone, garage doors or pacemaker?

No, the radio transmissions occur on a frequency different from those used by television signals, cordless phones, garage doors and pacemakers. In addition, the transmissions last less than one second.

How do I know that you have my reading and not someone else's?

Each radio frequency device has a unique identification number, which is transmitted along with the meter reading. The unique identification number is compared to your account record to ensure that there is a match.

Are there any hazards that could result from having the radio transmitter near my home or business?

No, this type of equipment is regulated by the Canadian Radio-television

Telecommunications Commission and transmits with extremely low power (less than 1/100th of a watt).
Each radio transmission lasts less than one second.

Questions or comments? Need more information?

Contact the Municipal Office at 519-666-0190 during regular office hours (Mon-Fri, 8:30 am - 4:30 pm)