



POLICY 2024-01

TOWN OF CROSSFIELD WATER METER PURCHASING AND INSTALLATION POLICY

Purpose

The purpose of this policy is to provide procedures for the issuance of Water Meters and installation guidelines for Operational Services, Administration and Contractors.

Policy

As attached and titled Policy 2024-01 Water Meter Purchasing and Installation Procedures.

This Policy supersedes all previous Water Meter Purchasing and Installation Procedures including Policy 2008-09.

Adopted this 5 day of March 2024.



Mayor Kim Harris



Chief Administrative Officer Kinza Barney

1.0 Definitions

- 1.1 **Administration:** Town employees, not limited to: the Chief Administrative Officer, Director of Operations, Director of Corporate Services, Financial Officer, and Utility Coordinator
- 1.2 **Advanced Metering Infrastructure (AMI):** A system that captures, stores, and provides to the utility at frequent intervals detailed consumption and other information, such as, usage, leak and flow status to support advanced application.
- 1.3 **Automated/Automatic Meter Reading (AMR):** A technology used to automatically collect consumption, diagnostics, and status data from water metering devices.
- 1.4 **Belt Clip Transmitter (BCT):** A Neptune R900 System belt clip transceiver that delivers walk by meter reading and eliminates meter access issues and accelerates the retrieval of valuable data logging information in real time.
- 1.5 **Director of Operations:** A staff personnel of the Town of Crossfield which provides direction to Operational Services for the Town of Crossfield.
- 1.6 **MRX:** A mobile data collector.
- 1.7 **Neptune 360 Mobile:** An application that provides direct wireless communication, using Operational Services existing Android or iOS cell phone or tablet devices, paired with a BCT or MRX, to perform remote water meter readings.
- 1.8 **Operational Services:** An employee of the Town of Crossfield who conducts day to day operation and maintenance of community infrastructure, including but not limited to water/wastewater systems, roadways, sidewalk, and underground servicing.
- 1.9 **Property Owner:** The registered title holder of a parcel of land including any buildings situated on the land.
- 1.10 **Route:** A numerically defined path assigned to a property by Administration at the time of meter installation for Operational Services to follow when collecting data from the meter.
- 1.11 **Town:** The municipality of the Town of Crossfield.
- 1.12 **Walk:** The number assigned by Administration to a property at the time of meter installation for the purpose of collecting data from the meter.

- 1.13 **Water Meter:** The individual or compound water meter and all other equipment and instruments, including but not limited to, radio frequency units and remote meter reading devices supplied and used by the Town to calculate and register the amount of water consumed relative to the land and buildings that the Water Meter is designed to monitor.

2.0 Water Meter and Water Meter Purchasing

Water Meters

- 2.1 Each service connection within the Town of Crossfield that is connected to the Town water supply must be measured by one Water Meter.
- 2.2 Water Meters are the sole property of the Town, and the Town shall have free and direct access to the Water Meter.
- 2.3 The Town of Crossfield uses Neptune 360 Mobile which provides direct wireless communication from the field, using Operational Services existing Android or iOS cell phone or tablet devices, paired with a Neptune R900 System BCT or MRX, to perform meter reading.
- 2.4 The data collected in Neptune 360 Mobile is uploaded on demand to the data management platform, Neptune 360, a cloud-based software. The data collected is then uploaded to the Town's municipal program to generate the utility bills.

Purchase and Pick Up of Water Meter

- 2.5 Water Meter purchase requests must be submitted in writing to Administration, a minimum of fourteen (14) business days prior to the proposed Water Meter pick-up date.
- 2.6 Administration will complete a Water Meter purchase form at the time of the request, where the Water Meter registered ID and serial number will be recorded, along with the walk, route, tax roll number and civic address of the property.
- 2.7 It will be the responsibility of the contractor/property owner or appointed designate to pick up the Water Meter from the Town Office located at 1005 Ross Street, by providing a minimum of forty-eight (48) hours' written notice to Administration of the proposed pickup date.

- 2.8 Water Meters will not be released until full payment for the Water Meter purchase has been received by the Town of Crossfield.

Fees

- 2.9 The purchase of a Water Meter must be completed at the Town Office.
- 2.10 Fees for Water Meters are subject to change due to fluctuations in market prices and can be found by contacting the Town Office at 403-946-5565.
- 2.11 Prior to the time of pick up, all fees related to the purchase of the Water Meter must be paid in full.

3.0 Water Meter Installation

Installation of Water Meter

- 3.1 Water Meter installation in a residential property is the responsibility of the contractor/property owner.
- 3.2 Water Meter installation at a commercial or industrial property is the responsibility of the property owner and must be completed by a licensed plumber.
- 3.3 Installation must meet the guidelines detailed below:
- i. Water Meters are to be installed just above the main water shut-off valve in the property. (usually in the basement and is located on a pipe that comes out of the basement floor)
 - ii. Water Meters can be installed both vertically and horizontally.
 - iii. Water Meters must be installed between 12" and 48" above the floor of the building.
 - iv. Water Meters 1" or less in size must be free of any obstruction for 12" at minimum, on 3 sides of the Water Meter. Water Meters 1 ½" or larger in size must be free of any obstruction for 12" in all directions.
 - v. Installation must occur in a location that is easily accessible and allows sufficient space to access the Water Meter for reading, testing and maintenance without any irregular conformity of the body.
 - vi. Reference the directional flow arrow (visible on the top of the meter) to ensure installation of the Water Meter in the proper direction.

Water Meter Installation Inspection

- 3.4 Within fourteen (14) days of the Water Meter pick-up, the contractor/owner or appointed designate shall schedule with Administration the date and time in which a member of Operational Services will be able to enter the premises to complete an inspection of the Water Meter installation.
- 3.5 Operational Services will complete the required inspection portion of the Water Meter purchase form and return it to Administration where a utility account will be set up for the address and the Water Meter purchase form will be filed in the relevant property tax roll file.

4.0 Requirement for Account

- 4.1 Once a Water Meter has been installed and inspected, a utility account must be set up with the Town of Crossfield in the property owner's name as outlined within the most recent Town of Crossfield Water and Wastewater Bylaw.

5.0 Appendix A

- 5.1 Water Meter Purchase Form



**Town of Crossfield
Water Meter Purchase Form**

Box 500
Crossfield Alberta
T0M 0S0
Bus: 403-946-5565
Fax: 403-946-4523
www.crossfieldalberta.com
Email:town@crossfieldalberta.com

Date of Application: _____

Address of Property: _____ Tax Roll Number: _____

Bill to: _____

Name: _____

Mailing Address: _____

Meter Size: _____ Route & Walk #: _____

Water Meter Fee: _____

Meter Pick Up Date: _____ Meter Pick up by: _____

Applicant's Signature _____

Attach Meter Stickers Here:

Meter Inspection Date: _____ Meter Inspection: Pass Fail

Meter Inspected by: _____
Print Name