

WATER/WASTEWATER METERING POLICY

1. GENERAL

Regional Water Resource Agency's (RWRA's) standard practice is to base wastewater billing for all customers on the water used by that customer (water volume in equals wastewater volume out). This policy is intended to provide a methodology to allow for a variation from this practice for any customer with the appropriate Permit and/or with appropriate meters in place as approved by RWRA (Customer). This policy is established as a means for industrial/institutional customers to account for significant routine water loss due to factors such as water going out in product, water lost to evaporation, etc. This applies only to waters that can be accurately measured by an approved methodology and do not reach RWRA's collection system.

This policy covers the following:

- 1) The non-public (hereinafter referred to as "private") metering of water entering RWRA's sewer system.
- 2) Billing exceptions for metered water that does not enter the system.
- 3) Billing exceptions in the event of erroneous meter readings due to a faulty meter read.
- 4) The right of access for RWRA to inspect and/or access the meter in a safe manner.

The entity receiving this benefit shall have the sole responsibility to provide:

- 1) The necessary access to the meters
- 2) The data control measures required or allowed by RWRA
- 3) The maintenance/accuracy of the allowed technology
- 4) The timely data/reports for proper billing
- 5) Information as required or modified over time by RWRA, or the local water utility performing the monthly billing, where applicable.

2. DRAWINGS AND SPECIFICATIONS

Drawings and Specifications of proposed meter installations must be submitted to and approved by the RWRA Director of Engineering or his designated representative (RWRA Engineer), in writing, in advance of any consideration of billing exception. Utility plans must be submitted for all meter installations showing complete water and/or proposed sewer piping installations. Additionally, RWRA Engineer may require further data and inspection of installation, as needed, prior to approval.

3. METER TYPE INSTALLATIONS

- A. All private metering must be approved by RWRA prior to any consideration for billing exceptions. RWRA shall determine or approve the allowed methodology (wastewater/water) for the metering. All private meters must be a permanent-type recording, electric powered meters that cannot be manually reset at any time or in times of power failure, cannot record when not in use, and must record low and/or minimum flow usage. Meter must accurately measure through all ranges of water usage. All private meters must have permanent connections for piping and power supply.
- B. By-pass lines cannot be installed around addition meters. No exception to usage will be provided for any water flows that bypass a subtractor meter.
- C. All private water meters must register and record in increments of gallon units or cubic feet. The meters must meet American Water Works Association (AWWA) specifications and clearly show the readings by difference in color or dials and numbers. All meters shall be tested in accordance with AWWA standards. All meters shall be calibrated consistent with manufacturer's recommendations, or at a minimum of once per year, and records retained for a minimum of three (3) years.

4. SAFE ACCESS FOR METER READING AND RWRA PERSONNEL

- A. Above floor meter installations are required. The meters must be in locations that can be read easily from the floor level unless otherwise approved by the RWRA Engineer in writing. All access means must meet all applicable OSHA requirements to protect meter reading and RWRA personnel. All new construction applications must meet this section.
- B. In situations where existing configurations do not allow the terms of 4.A to be met, the following conditions shall apply. In the event an overhead meter cannot be easily read from the floor level, a fixed ladder must be installed, meeting OSHA standards, with a safe standing place provided for reading and recording information. In the event that the metering must be below grade, a fixed ladder or steps must be installed, meeting OSHA standards, easily removed covers installed and ventilation provided adequate to remove OSHA confined space requirements. Meter sheds or small buildings used for housing meters must also have easy accessibility and ventilation provided adequate to remove OSHA confined space requirements. All access paths (walkways) necessary to get to meters must be in accordance with OSHA standards, including protection of personnel from hazards related to open pits, tanks, vats, ditches, etc.
- C. Alternatively, or in addition to the aforementioned terms of 4.A and 4.B, and at RWRA's discretion, remote metering at RWRA approved locations in pre-approved format (i.e. excel spreadsheet) may be allowed or required.

5. PRIVATE METER READING and REPORTING

RWRA shall establish and approve the format in which billing information is to be submitted for consideration. RWRA reserves the right for RWRA staff to enter the premises and read the applicable meter(s) or require the customer to submit the necessary readings to RWRA. RWRA shall establish a date of the month that the meter will be read. When the customer submits a meter read, it must be in an approved format and submitted by the date established by RWRA. Reports must be submitted to both RWRA and the appropriate water utility, where applicable, by the established date. Metered information shall be retained by the entity receiving the benefit for not less than three (3) years and made available to RWRA upon request.

6. UNCLAIMED WASTEWATER

It is the responsibility of the Customer to notify RWRA, in writing, of any and all wastewater flows that bypass or have the potential to bypass private/public metering or in some other manner goes unaccounted for in sewer billing.

7. BILLING DISCREPANCIES

It is the responsibility of the Customer to immediately notify RWRA, in writing, of any and all erroneous meter readings regardless of the cause of the erroneous reading. Once the erroneous meter reading is reported to RWRA, then RWRA staff reserves the right to review the billings on a case by case basis. If RWRA approves the corrected flow, then RWRA staff will determine the appropriate method of billing adjustment, if any, including but not limited to utilizing the 24 month average or the utilization of the incoming water usage from the appropriate water utility. RWRA staff will determine if additional billing is warranted, or if a refund is due. In determining if an adjustment is due, RWRA will review past history and other issues on a case by case basis. The maximum adjustment period RWRA will consider is the two months prior to the date of notification of the erroneous meter reading unless otherwise approved by the Executive Director.

8. PENALTIES

Penalties associated with noncompliance of this policy are as established by RWRA in the permit with the Customer. Failure to comply with this policy may result in the issuance of a Notice of Violation (NOV) requiring response and fines per the current permit. The following actions may result in the issuance of a penalty:

- Failure to submit data within approved schedule timeframe;
- Submittal of incorrect or insufficient data;

- Modifications to process without proper notification to RWRA;
- Failure to notify RWRA, in writing, of unclaimed wastewater flows;
- Any other intentional or unintentional act resulting in inappropriate billing.

Noncompliance may result in the following:

- Notice of Violations (NOVs) and associated fines;
- Termination of privileges associated with billing exceptions;
- Termination of privileges, plus any applicable back charges along with fines.

Approved and adopted by RWRA Board on August 18, 2008
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