

Frequently Asked Questions About Commercial Meter Installation

What are the benefits of having a water meter?

- Notify customers of possible leaks.
- Helpful to understand consumption patterns.
- Pay based on consumption once minimum cost is met.

Will my water service be interrupted during the installation?

- Yes. There will be a temporary service interruption during the meter installation – typically 20 minutes. In some cases, other repairs may be necessary resulting in a longer interruption of service.

Do the plumbers need to come inside my building?

- Yes. The water meter is actually located inside the building and they will be running a wire to the outside of the building for the meter read touchpad.

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

- No. Your meter does not require any maintenance by the property owner. The Authority will take care of all maintenance; however, you should be careful not to damage the meter.

What if there is a leak at the meter or any other problem after the meter is installed?

- If the actual meter is leaking the Authority will fix the issue. If any other lines are leaking you need to contact the plumber that installed the meter.

How long will this new device work?

- The life expectancy of the meter is 20 years. The Authority plans to implement a meter replacement program that will replace meters after 10 years.

Who pays for replacement meters?

- The meters will be maintained by the Authority at its expense.

How much will this cost?

- The meter order form lists the price of all the materials needed. Labor price varies depending on the plumber you hire.

How often will you read my meter?

- At the end of every annual quarter.

Will the meter affect my bill?

- If your usage is not over the minimum charge, there will be no changes to your bill.

My meter reading seems unusually high. Why could this be?

The following factors could explain why your bill is higher than expected:

- If your previous bill was based on an estimated reading, but the estimate was too low, your current bill may include additional costs from previous bills.
- Your current bill may cover a longer period of time than your previous bill.
- Your water use may have gone up as a result of more people at your building.
- You may have a problem with one of your appliances, such as a dripping tap or running toilet. A dripping tap can waste as much as 140 liters of water a week.
- Activities such as building, renovation or decorating could mean you have used more water than normal.
- If you have used a hosepipe or sprinkler your water use will have gone up. Using a hosepipe for just one hour uses as much water as the average person uses in three days (one day average usage = 155 liters).

If you still think your bill is too high and doesn't reflect the amount of water you have used, you may have a leaking pipe at your property. We can help you check if you have a leak.

What if I disagree with the reading?

- A meter test can be requested by the property owner with a written request and deposit. If the meter accuracy is within 4%, the meter is considered accurate and the deposit and additional test fees will be retained. If the meter accuracy is not within 4% the meter will be repaired or replaced at the Authority's expense, and the deposit returned.

Can I have a list of plumbers that can perform the meter installation?

- Chip Adams Sewer & Drain Cleaning 570-437-2101
- Finn's Plumbing & Heating 570-764-8517
- Jordan's Plumbing & Heating 570-275-7702

Do I need to use one of the above listed plumbers?

- No

For additional information on Susquehanna River Basin Commission Regulations visit the Municipal Authority page at www.danvilleboro.org.