



Water Meter
Replacement Program



WAMCO

SENSUS
The Measure of the Future

Township of Springwater Water Meter Replacement Program

The Township of Springwater is undertaking a water meter replacement program to update the Township's water meters and meter reading technologies. The new system will improve the efficiency of the meter reading process through the installation of new radio frequency meters. When the installation process is complete, the need for Township staff to enter homes/businesses and properties to obtain meter reads will be minimized.

The meter replacement will also include the installation of valves, backflow prevention and expansion tanks if the house is not currently equipped with them. A water meter is required on every property in the Township of Springwater that receives water from the Township.

The water meter replacement program is **mandatory**. In order to complete the program as efficiently as possible, areas of the Township will be targeted. When an area/community is substantially complete, the program will move on to the next area/community, until the entire municipality has been covered. The program is currently targeting the Midhurst area.

This booklet gives you information on how to schedule your meter change out, what you need to do prior to the change out, and what you can do to conserve water. Receipt of this booklet means that installers are in your area and you have 5 days to schedule an installation appointment.

You are encouraged to make your change out appointment as soon as you receive this booklet. The process for making an appointment is quick and easy and the appointment times are flexible for your convenience.



Important information about having your water meter changed.

How to Schedule An Appointment

Installers have very flexible hours every day of the week. Please call or go online to check availability for the day you would like to have your meter changed.

Call or Go Online To Book An Appointment

An appointment can be made online at wamco.acuityscheduling.com. You can also call WAMCO at 647-466-5991 to schedule your installation appointment. WAMCO will be available during working hours. If you reach the answering machine after hours you can leave a message with your name and telephone number where you can be reached during the day.

It is important that you schedule your appointment within 5 days of receiving this booklet, so that the installation program can proceed on time.

Please Note:

1. A responsible adult (18 years-old+) must be available at your residence for the full duration of the change out process.
2. The change out should take approximately 60 minutes, unless unforeseen plumbing modifications are required.
3. Installers are trained to make the plumbing modifications necessary for the meter change out.
4. When the change out is complete, the installer will ask you to sign a work order to confirm that the installation was performed, and releasing WAMCO and the Township of future claims.



Prior to Your Appointment

The meter will be installed inside your house near the main shut-off valve where the water service line comes into your home, usually in the basement. Please clear this area to provide space for the installer prior to your appointment.

The water meter itself will require an area about 14 inches wide, 14 inches high, and 6 inches deep. This will allow space for the meter and any necessary plumbing fittings.

Change outs In Finished Basements

- If you have a finished basement changing the meter behind drywall or paneling is not a problem.
- The installer will simply cut out a small section to gain access to the main shut-off valve (or you can cut it yourself)
- After the meter is installed you can cover the hole yourself, or the installer will use a carpentry box.
- Because the water meter may require future maintenance, the hole must not be covered permanently.
- Consult with your installer for the best location.

Information About Your Meter

Once your meter is in place, the installer will install the new reader at the same spot as your current reader outside your house. The Township is now able to read your meter remotely, eliminating the need to come into to your house or on to your property. There will be no need to enter your home unless maintenance is required.



How to Read Your Meter

Take a reading at a set time during the day, and another reading the same time on the following day. The difference between the two readings is the volume of water you used over that 24 hour period. Numbers left of the decimal place are **full cubic meters**.



Demical Place

1/10 of a cubic meter

1/100 of a cubic meter

1/1000 of a cubic meter

1/10,000 of a cubic meter

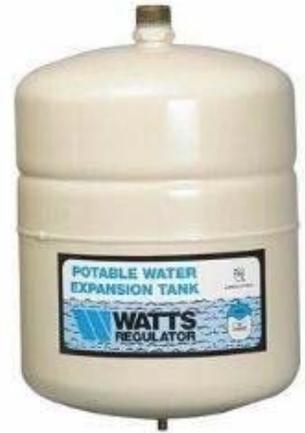
Low flow indicator. + symbol indicates water movement

Use Your Meter To Find Leaks

If you suspect you have a leak, turn off everything in the house that might be using water and look at your meter. If the low flow indicator is showing a + that means water is still flowing through your pipes and you likely do have a leak. The most common source of leaks is the toilet flapper valve, a dripping tap, or the feed to a washing machine.

Additional Installation Information

While changing your water meter, WAMCO will also be changing your dual check valve and a potable water expansion tank. Check valves will protect the Towns water system from possible contamination. The expansion tank will provide protection inside your home from water expanding while being heated by the hot water tank. If you do not currently have a check valve or expansion tank one will be installed during the meter change out process.



Information About Your Installer



All meter installers will have a photo Township of Springwater ID card identifying themselves as contractors working for WAMCO. Installers will also have WAMCO hats and WAMCO shirts. Every water meter installer has received the training and certification necessary to perform water meter installations within the Province of Ontario.

As installers work through your area they will deliver reminder notices to houses where appointments have not been made. They may also knock on doors when they have time between appointments in your area.

Frequently Asked Questions

Q: Does everyone have to have the water meter changed?

A: Yes, every home must have their water meter changed. There is no direct cost for the meter or the installation in existing homes.

Q: Will my water bill change with the new meter?

A: The new meters are more accurate, but the total volume on the bill is still cubic meters and billed accordingly to the current Township water and wastewater rates.

Q: My water meter works fine, why do I need it changed?

A: Water meters have a life cycle to them and need replacing just like anything else in your home.

Some Common Questions

Q: What is the deadline for having a meter changed?

A: You are requested to book your appointment within 5 days of receiving this booklet. There is no benefit to you in delaying the replacement as billing based on the meter is the same. It is best to have the installation done while the meter installers are still working in your area as there are more times dedicated to your area. It is imperative that installers maintain the area-by-area schedule.



Q: Can I change the meter myself?

A: No, WAMCO has a contract to supply and install the meters.

Q: Who will maintain the meter?

A: The Township of Springwater will maintain the meter at no cost providing you take precautions not to damage it. It is illegal to tamper with a water meter.

Q: Does the meter have to go in my house?

A: The meter must replace the current meter in the house, on your incoming water service. The new reading device on the outside of your house (Radio Frequency device), will not display a reading. This is only used by the Township to read the meter.

Q: Who do I call if I have problems?

A: If you experience any problems with your meter change out immediately following the appointment, please call Jeff Rodger at [647-466-5991](tel:647-466-5991).

Water Meters & Water Efficiency

According to Canada Mortgage and Housing Corporation (CMHC), metered households in Canada use 39% less water than non-metered households.

Why the big difference? People living in non-metered homes are usually charged a flat rate for water, so there is no financial incentive for these homeowners to fix leaks, install water efficient appliances, or practice simple water conservation tips.

Measuring household water use and charging homeowners for the volume they actually use makes sense. It's no different than your electricity bill – you pay for the energy you use, and if you want to lower your bill, you take steps to use less energy.

Water meters also provide a more equitable means of charging for water. If you are already a low water user, you will pay less than those who use more. Ultimately, when a community reduces water use, it benefits everyone by preserving the resource and deferring the investment in water supply infrastructure.



Conserving Water

Once your water meter is installed you may wish to take steps to reduce your water use. This booklet contains some helpful indoor and outdoor water conservation tips. Use them to save water and to save money.

Indoor Water Conservation

There are two ways to save water: 1) Change your behavior; and 2) Change or modify appliances that use water. Changing your behavior is easy. This includes turning off the tap when you brush your teeth, not allowing taps to drip, and taking shorter showers. This will save a moderate amount of water.

When it comes to indoor water conservation, the biggest savings are achieved through water efficient plumbing fixtures and appliances. With low-flow toilets and shower heads, your habits remain the same but the water savings are automatic.

EXAMPLE: Front loading washing machines. It might be difficult to reduce the amount of laundry you do, but new front-loading machines use a fraction of the water that the old top-loaders use. You do the same amount of laundry, but use less water to do it.



EXAMPLE: Low-flow & Dual flush toilets. Toilet flushing can account for as much as 50% of your indoor water use. Low-flow toilets use about 6 litres per flush. Dual flush toilets have an extra flush button that uses only 3 litres for liquid flushes. Low flow showerheads also save water and energy.

Outdoor Water Conservation

Most of the water used outdoors is used on lawns. This makes it easy to save water, because the use is all concentrated in one place.

In "Household Guide to Water Efficiency," CMHC reports that almost half the water we put on our lawns is wasted - lost to runoff and evaporation.

Promoting a healthy root system is the best way to conserve the water you use to feed your lawn. Get a spade and cut out a slice of grass. If the roots are shorter than three inches you might be watering too much.

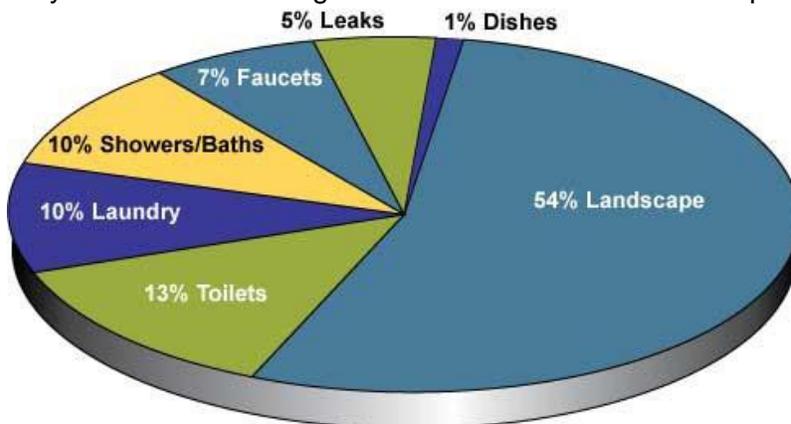
Healthy grass roots = less water

- Water long and deep as opposed to short, frequent bursts.
- Avoid high nitrogen fertilizers that promote short-term growth.
- Leave grass clippings on the lawn. They contain enough nitrogen to make fertilization unnecessary.



Water use in the average home

Lawn watering can account for more than half of your water use during summer months. Water consumption of this kind is almost



entirely discretionary, and many people water their lawns more than is necessary. Inside the home, the biggest water users are the toilet, the bathtub, the dishwasher, and the washing machine. Surprisingly only about 2% of your water use is for drinking.

For further information on water conservation, please see the following:

CMHC: <http://www.cmhc-schl.gc.ca/en/inpr/su/waco/index.cfm>

Environment Canada: <http://www.ec.gc.ca/WATER/>

Ontario: <http://www.ene.gov.on.ca/en/water/>

General: <http://www.waterbucket.ca/>

Questions, Comments & Feedback

Any comments or feedback regarding your water meter installation, please email Jeff Rodger
Jrodger@wamco.ca

Please include your name and address of the installed water meter.

Please make your appointment as soon as possible.
To book a day and time please contact
WAMCO at **647-466-5991** or
go online
wamco.acuityscheduling.com

The logo for WAMCO, featuring the word "WAMCO" in a bold, red, serif font.The logo for sensus, featuring the word "sensus" in a bold, blue, sans-serif font with a green horizontal bar above the letter "e".

The Measure of the Future