



Water Meter Read Head Replacement Project

Frequently Asked Questions

How do I read my new water meter?

The water meter is always located inside your home, generally in the utility room.

There are two steps to reading your water meter:

1. Flip up the black lid



2. Your meter read will be reflected in place of the first 8 zeros; nothing after the decimal is identified on your bill.



Why am I seeing an increase on my water bill now that my meter read head has been changed?

The read that we were receiving from the radio remote unit was lower than the read on the physical meter. We became aware of the difference when the Water Operator enters the home and does a physical read of the water meter.

For example: if the remote read was giving a read of 600m³; and the physical meter gives a reading of 670m³ there is a resulting discrepancy of 70m³.

Why wasn't the discrepancy caught sooner?

If the reads vary slightly in the system, the software does not flag any issues. The only true way to ensure we are receiving a correct read is for the resident to compare the read on their monthly bill to the physical meter read. When doing this, the read should be very close to the bill but not exact as water usage will have occurred from time of reading to the time you receive your bill.

The amount owing is unmanageable, what can I do?

We understand the amount owing may include usage which occurred over a long period of time resulting in a higher than expected monthly bill. The Town of Penhold is offering a payment plan in these circumstances. During the time of the agreement the Town agrees to waive any penalties.

Can I expect discrepancies in the future once the new meter head is installed in my home?

Every home in Penhold will require a new meter head to be installed in their home. We are confident the new system will resolve any further discrepancies and eliminate the need to estimate future meter reads.

Do I still need to compare my meter read to my monthly bill?

Yes, while every effort has been made to ensure the new system provides better accuracy for residents, we suggest comparing the read on your bill to the physical meter. Comparing your bill with your physical meter will provide you with the confidence that your meter is reading properly. If there is a discrepancy contact the Town immediately so the issue can be resolved in a timely manner and alleviate a possible unexpected high utility bill.

Reminders to check your meter are posted regularly

It is good practice to check all of your utility meters and compare to your billing information on a regular basis.

Reminder!

Check the reading on your meter close to the 15th of each month and compare it with the reading on your Town of Penhold bill.

