

Project FAQs

Metering is a safe and efficient means to promote sustainability, while allowing service providers to fairly bill for what residents use. The following are the most Frequently Asked Questions that will help clarify the installation procedure. If you have questions that are not answered here, please contact us by visiting www.metercor.com

- **Why exchange my water meter?**

A water meter is necessary to accurately measure water consumption and is commonly accepted as one of the most effective tools to encourage sustainable practices. Over time, the accuracy of a water meter may become reduced due to local water conditions and general wear. Because water rates based on actual consumption create equitable billing and encourage water conservation, we are taking steps to ensure the Towns meters are accurate and capable of being read using highly efficient remote reading systems.

- **I have a newer water meter- will it be exchanged?**

No, newer water meters will be upgraded to accommodate remote reading by attaching a radio transmitter to the meter. This process generally takes 20 to 30 minutes and does not require the water to be shut off.

- **How will I know if my water meter is new and receiving the upgrade, or is older and will be replaced?**

You will be contacted by a Metercor canvasser while conducting the upgrade to your gas meter, so that they can gain access to your home and also upgrade your water meter. If your water meter is older and an exchange is required the technician will inform you prior to the procedure.

- **Will the installer have to shut off the water?**

If performing a meter exchange we will require shutting off the water in your home for approximately 30 to 40 minutes. If your meter is newer and will be upgraded for remote reading there is no need to shut off your water.

- **My shut-off valve doesn't work, how will the installer turn the water off?**

Metercor Installers have all the tools and experience required to stop the flow of water and install the water meter.

- **Where is my water meter located?**

Most water meters are in the basement where the water line enters the house, just above the main water shut-off valve. The meter is about the size of a one-litre plastic container of ice cream. Once the meter is exchanged or upgraded, entry into the house will not be required as the meter provides readings remotely.

- **How long will the water meter exchange take?**

Typical meter exchanges can be completed in 30 to 40 minutes and the meter installer will explain how to read the meter and will also show you how to check your home plumbing system for leaks.

- **Is my gas meter being exchanged as well?**

The majority of the Town's gas meters are new enough that they do not require replacement. All of the Town's gas meters will however be upgraded with a remote transmitter so they can be read at the same time as the water meters.

- **Is there anything I need to do to prepare for the appointment?**

It would be helpful if you could keep the area around your gas and water meters clear so that the technicians can perform their services both safely and efficiently.

Also, before booking your water meter exchange appointment, please locate the main water shut-off valve in your basement. The valve is generally located on a pipe that comes out of your basement floor and usually has a coloured round or straight handle.

It is also very important to have any in-home pets sequestered in a place where their well-being and the safety of the Installer will not be of issue.

- **How much will the products and services cost me?**

The cost of the meter and its installation are covered by the Town of Wainwright through a reserve set aside for the Automated Meter Reading Project.

- **Do the Installers have identification?**

All Metercor Installers wear uniforms and have visible photo ID when they come to your home. They will be driving marked vehicles, and have all passed a police security clearance.

- **Can my son/daughter allow access to the home if I am away?**

We require that an adult be home at the time of the appointment.

- **What are the benefits of Automated Metering?**

AMR will help the Town of Wainwright monitor sustainability and conservation practices as well as leak detection, potential backflow incidents, and ensures residents are billed for gas and water consumption in an efficient manner. This process will ensure the Town's metering equipment is suitable for many years to come and will meet the goals of improved customer service, billing accuracy, and employee safety. Together we can promote sustainable practices and increase operational efficiencies in our community.

- **I hardly use any water yet my consumption is high. Why is this?**

Statistics Canada reports that the average person uses approximately nine (9) cubic meters per month. If you are far exceeding this per person amount, then you may have a leak in your plumbing or a running toilet.

- **Can my meter tell me if I have a leak?**

Yes, the easiest way to determine if there is a leak in the home is to make sure all the taps are turned off and that there is no water being used (including humidifiers, air conditioners and ice machines).

Go to the water meter and if the red triangle located on the top of the meter is moving then there is a leak somewhere in the plumbing.

- **How will the meters be read?**

The meter has a radio transmitter attached that is used to perform the reading; no access to your property is required. Every month the utility will drive through the community and collect the consumption data for billing purposes.