

Jan. 6, 2014 Alconde

December 10th, 2013

We frequently have residents questioning their water meter reads if they have a larger than normal bill. I would hypothesize 95 percent of the time we have people realize that it was something like watering, leaking toilets, company, malfunctioning water softeners, etc.

Occasionally, we have a resident that is not convinced that the meter is not at fault and wants it tested.

The water department currently takes the meter to Hiawatha for testing. The time it takes for our water department to drive up to Hiawatha and back, wait 40 minutes for testing the meter, exceeds the cost of current charges to the resident who has made the request.

We currently charge \$25.00 for the meter testing, if the meter comes back as in good working order and within normal limits. I felt this fee should be much more since the City gets charged \$40.00 to have the meter tested, and that does not include employee time, City truck mileage and gas.

I would like to see this charge increased appropriately to include our testing fee, the time of the employee and gas if the meter comes back within normal limits and in good working order. If the meter tests badly there is no cost to the resident and appropriate adjustments are made.

The current charges are not enough for the resident not to check their home first. We lose time and they add to their time waiting for results if there is a true issue at their home.

My suggestion is an \$85.00 charge. This would be \$40.00 for the testing that we get charged, plus \$20.00 for two hours of employee time, and \$5.00 of gas money to take the meter up to Hiawatha and back and put a new meter in the existing home.

I am making a request that the current charge of \$25.00 for meter testing as it is in our Ordinance be changed to \$85.00.

Attached is the Ordinance, and an example of a meter we had tested this year.

91.09 RIGHT OF ENTRY. The Superintendent shall be permitted to enter the premises of any customer at any reasonable time to read, remove, or change a meter.

91.10 METER TESTING. The Superintendent or any designee shall make a test of the accuracy of any water meter at any time when requested in writing. If it is found that such meter overruns to the extent of 5% or more, the cost of the test shall be paid by the City and a refund shall be made to the customer for overcharges collected since the last known date of accuracy, but not more than 5% of the total water bill and not for a longer period than 3 months. If the meter is found to be accurate or slow or less than 5% fast, the user shall pay a testing charge of \$25.00. ~~\$45.00~~



Hiawatha Water Dept.
 101 Emmons Street
 Hiawatha, IA 52233
 319-393-5556 fax 319-393-1516

INVOICE

Customer

CITY OF MT. VERNON

Date 9/11/2013

Due Date 10/11/2013

Qty	Description	Unit Price	TOTAL
1	METER ACCURACY CHECK ON 5/8" WATER METER	\$40.00	\$40.00

Payment Details

DUE IN 30 DAYS

SubTotal	\$40.00
Shipping & Handling	
Taxes State	\$ -
TOTAL	\$40.00

*Make checks payable to the "Hiawatha Water Department".
 Visit us on the web at www.hiawatha-iowa.com*

Thank you for your prompt payment!

Meridith Hoffman

From: avolkov@cityofmtvernon-ia.gov
Sent: Wednesday, September 11, 2013 4:27 PM
To: mhoffman@cityofmtvernon-ia.gov
Subject: FW: meter test 9/11/13

Alex Volkov
Water/Waste Water Superintendent
City of Mt. Vernon
213 1st Street NW
Mt. Vernon, Iowa
52314
avolkov@cityofmtvernon-ia.gov

From: "M Recker" <mrecker@hiawatha-iowa.com>
Sent: Wednesday, September 11, 2013 2:51 PM
To: avolkov@cityofmtvernon-ia.gov
Subject: FW: meter test 9/11/13

From: M Recker [mailto:mrecker@hiawatha-iowa.com]
Sent: Wednesday, September 11, 2013 2:40 PM
To: 'avolkov@cityofmtvernon-ia.gov'
Subject: meter test 9/11/13

Alex,

Today a 5/8 meter was tested for accuracy per AWWA standards. The test results are as of follow.

10 cubic feet at 15 gpm = 100.5%	Awwa standards are 98.5-101.5%
1.0 cubic feet at 2gpm= 101.5%	Awwa standards are 98.5-101.5%
1.0 cubic feet at 1/4gpm= 98.5%	Awwa standards are not less than 95 for new 90 for repaired

This meter is accurate per AWWA standards.

If you have any other questions please call the Hiawatha City Hall at 319-393-5556. I will be glad to assist you.

Marty Recker
Hiawatha Water Department
Water System Supervisor