

Metering programs

According to a 2004 national survey of Canadian municipalities, unmetered communities consume 75% more water than fully metered ones - 467 litres-per-capita-per-day (L/c/d) versus 266 L/c/d for metered municipalities (Environment Canada, *Municipal Water Use*, 2004). On top of the major water usage reductions, metering water usage allows municipalities to measure end point water use and charge consumers based on the amount the use. Metering programs are therefore essentially to recouping municipal water service costs. New technology also allows water meters to be read remotely, reducing the cost of labour to read meters for the municipality and increasing the precision of measurement.

Municipal Examples

Municipality	Initiative
City of Calgary	<p>Switching to Water Meters</p> <p>The City of Calgary passed a bylaw in 2002 to have a water meter in every home by December 31, 2014. As of 2015, almost 100 per cent compliance has been reached in residential buildings, and commercial and industrial customers are 100 per cent metered. In response to the 2002 bylaw, flat rate accounts are no longer created, and if a flat rate customer moves to a new location they are required to upgrade to a metered account.</p> <p>After reaching near 100 per cent compliance, the City began upgrading technology to new <i>Encoded Radio Transmitter (ERT)</i> technology. ERT meters are capable of being read by a portable device at a distance, meaning that the City does not need to access properties to read meters. ERT meters also provide more accurate billing to customers.</p> <p>Click here to access more information on Calgary’s metering program</p>
City of Edmonton	<p>History of metering</p> <p>Edmonton has been metered since 1903. EPCOR has an ongoing Meter Maintenance Program to ensure reliability of approximately 239,000 water meters. More than 90% of the meters can be read remotely which increases the efficiency of meter data collection, as well as the convenience for customers.</p> <p>Retail complexes are often sub-metered so each business can be charged for its actual consumption. This encourages conservation of water.</p> <p>EPCOR has also created an online resource that explains water metering to customers, including lessons on meter reader safety, instructions on reading meters, and other general information about the technology.</p>
City of Medicine Hat	<p>Water meters</p> <p>All Medicine Hat municipal water customers have required water meters since 1985. The comprehensive use of meters along with the elimination of a declining step rate and further public education has helped consumers to better understand their water usage habits.</p> <p>In summer 2013, the city began transferring to meters that can be read remotely as</p>

	<p>part of their <i>Automated Metering Project</i>. This project sought to transfer all electricity, gas, and water meters to automated technology by the end of 2015. As of June 2015, 94 per cent of electric meters, 93 per cent of gas meters, and 88 per cent of water meters have been transferred.</p> <p>Click here for more information.</p>
Red Deer	<p>Universal metering</p> <p>As a part of their municipal initiatives, universal metering has been implemented along with metered bulk water stations. Red Deer is currently undergoing an automated meter reading project that will transfer meters to new remote reading technology. The city started the project in 2014, and will replace roughly 1,500 meters per year.</p> <p>Click here for more information.</p>
Regional Municipality of Wood Buffalo	<p>Using meters to test for leaks</p> <p>The Regional Municipality of Wood Buffalo provides information on its website on how residents can test for household leaks using their water meters. The site provides the following instructions</p> <p>“The snoop indicator is a small red triangle or pointer that rotates when water passes through the meter. It will show flows as low as a slow drip. To perform a test, make sure everything is turned off, including:</p> <ul style="list-style-type: none"> • toilets • sinks • automatic water sprinklers • hoses • automatic humidifiers • automatic ice machines • automatic drinking water filters or reverse osmosis devices <p>Watch the red triangle or pointer for a minute or two. If the pointer moves, either something is using water, or there is a leak.”</p> <p>The site instructs anyone who has found a leak to make an appointment with a technician to check the meter.</p> <p>For more information click here.</p>
Town of Canmore	<p>Full metering program</p> <p>In 1998, Canmore became a fully metered community. By installing water meters in every home and business, Canmore achieved a 20% reduction in per capita water consumption between 1998 and 2000. The Town has also passed a bylaw requiring every home to have a remote reading device.</p>

	Click here to access Canmore’s water management webpage.
Town of Olds	<p>Meter replacement program</p> <p>The Town of Olds has passed a bylaw requiring all water customers to have a water meter and a remote reading device in order to receive water service.</p> <p>For more information click here.</p>
Village of Alliance	<p>Meters to manage consumption</p> <p>The Village of Alliance has passed a utility bylaw requiring all users of water services to allow the Village to install a water meter on the owner’s premises.</p> <p>For more information click here.</p>
Strathcona County	<p>FlexNet meter pilot</p> <p>Strathcona County ran a pilot program from 2012-2015 to test new <i>FlexNet</i> water meter technology that allows for more efficient metering and retrieval of data. <i>FlexNet</i> is able to collect water meter data real-time, which allows for improved leak detection and better service for customers.</p>