

OUR COMMITMENT to you

The Water Authority was established in 1983 as a statutory body responsible for supplying wholesome and affordable drinking water to the people of the Cayman Islands.

The Water Authority is also responsible for the proper treatment of wastewater and for the protection of the fresh groundwater lenses that exist throughout the Cayman Islands.

For more information, visit us at
www.waterauthority.ky

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Water Authority - Cayman

"Suppliers of the World's Most Popular Drink"

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METER TESTING

Meter tests are required by customers for a number of different reasons but in each case the procedure for testing is the same. Learn more about requesting a meter test and the possible outcomes from a test.



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DID YOU KNOW?

You can access information about how your water meter works, how to read it, and how to report any unusual readings at www.waterauthority.ky!

The Meter Testing Procedure

Meter tests are requested by customers for a number of reasons but in each case the procedure for testing is the same and is as follows:

1. A customer requests that the meter at their property be tested.
2. The procedure is explained to the customer and the meter testing form completed. This form is available online at www.waterauthority.ky. A meter testing fee is required. This fee will be refunded to the customer if the meter is found to be inaccurate.
3. The meter is removed from service.
4. Meters for testing are consolidated and sent by courier to an independent testing company regularly, typically once per month.
5. Subject to the schedule of the testing company, the meters are tested within 2-3 weeks after receipt of the meters by the testing facility.
6. Each meter test is carried out in a proprietary test bench in accordance with AWWA M6 standard, and comprises tests at three different flow rates, namely minimum, intermediate, and maximum flow. For each test, a known volume of water is passed through the meter and the value registered by the meter is recorded. The ratio of recorded volume to known volume determines the % accuracy.
7. The measured % accuracy is compared to the allowable accuracy limits as per ISO 4046, the standard to which the Water Authority water meters are manufactured.
8. Upon completion of the tests, the results are sent to Water Authority - Cayman. The results are reviewed to ensure there are no anomalies.
9. The results of the test are transposed to the Water Authority Meter Test Report Form, and a determination is made on any adjustment to the account based on the Water Authority criteria detailed below.
10. The results of the test are forwarded to the Customer.
11. If the Customer disagrees with the results, he/she can request to have the meter re-tested by another independent testing agency, identified by the Customer and approved by the Water Authority. If such request has not been received by the Water Authority within 3 weeks after the meter test results have been forwarded, the Water Authority will discard the water meter.
 - An independent meter testing agency, as identified by the customer, will be acceptable to the Water Authority if it:
 - ◇ tests water meters in accordance with AWWA M6 (at minimum, intermediate and maximum flow rates),
 - ◇ has been in operation for at least five (5) years, and
 - ◇ uses testing equipment which has been calibrated in strict compliance with NIST standards, to be substantiated with a current Calibration Certificate issued by the testing equipment's manufacturer.
 - For "Chain of Custody" reasons the Water Authority will maintain possession of the water meter until it is sent to the independent testing agency for testing.
 - This second test shall be the final test.
 - The customer will bear all costs for this additional testing, including the shipping costs; such costs will be determined up front and paid in full, prior to the water meter being sent off for testing.

Criteria for Customer Account Adjustment

Adjustments to customer accounts will be made as follows:

1. If the tested meter is determined to be **inaccurate and slow** (i.e. the meter registers less water than actually passes through it) **at any of the test flow rates and is within the accuracy limits at the other flow rates**, the customer's account will remain in accordance with the original meter reading, i.e. no adjustment will be made to the water bill.
2. If the tested meter is determined to be **inaccurate and fast** (i.e. the meter registers more water than actually passes through it) **at one or more of the test flow rates**, the customer's account will be adjusted to reflect the amount of over registration. The adjustment will be the difference between the highest of the "fast" accuracy percentages and 102%, and it will only be made for the time period in dispute and up until the meter was removed from service.
3. If the tested meter is determined to be **inaccurate and slow at one of the test flow rates and inaccurate and fast at one or all of the other test flow rates**, the customer's account will be adjusted. The adjustment will be the difference between the highest of the "fast" accuracy percentages and 102%, and it will only be made for the time period in dispute and up until the meter was removed from service.
4. If the meter is **'stuck' at all three flow rates**, the customer's account may be adjusted using the average of six months of consumption prior to removal of the water meter from service.

Please note that a request for a meter test does not release the customer from liability of payment. Payment of outstanding bills is still required. Based on the meter test results, a refund may be given to the customer.

Test Requirements for Water Meters

Table 1. Please note the allowable accuracy limits in bold in the table below.

Meter Size	Minimum Flow Rates			Intermediate Flow Rate			Maximum Flow Rate		
	Flow Rate (gpm)	Test Quantity (gallons)	Accuracy Limits (%)	Flow Rate (gpm)	Test Quantity (gallons)	Accuracy Limits (%)	Flow Rate (gpm)	Test Quantity (gallons)	Accuracy Limits (%)
20mm (3/4")	1/2	10	98.0 - 102.0	3	10	98.0 - 102.0	25	100	98.0 - 102.0
25mm (1")	3/4	10	98.0 - 102.0	4	10	98.0 - 102.0	40	100	98.0 - 102.0