

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 variety of different 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.
3. A meter testing fee is required. This fee will be refunded to the customer if the meter is found to be inaccurate and over-registering.
4. The meter is removed from service.
5. Meters for testing are consolidated and sent by courier to an independent, third-party testing company once per month.
6. Subject to the schedule of the testing company, the meters are tested at the end of each month.
7. Each meter test is carried out in a proprietary test bench in accordance with ISO Standard 4046, and comprises test at three different flow rates, namely low, transitional and high 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.
8. The measured % accuracy is compared to the allowable accuracy limits.
9. Upon completion of the tests, the results are sent to Water Authority - Cayman where they are transposed to the Water Authority Meter Test Report Form. The determination to make any adjustment to the account is based on the Water Authority criteria detailed in this brochure.
10. The results of the test are forwarded to the customer.

Criteria for Customer Account Adjustment

Adjustments to customer accounts will be made as follows:

1. If the results from the tested meter are determined to be **below the lower accuracy limit** (i.e. the meter registers less water than actually passes through it) **at any of the tested 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 results from the tested meter are determined to be **above the upper accuracy limit** (i.e. the meter registers more water than actually passes through it) **at one or more of the tested flow rates**, the customer's account will be adjusted down to reflect the amount of over-registration. The adjustment will be the difference between the highest of the accuracy percentages and 100%, and it will only be made for the time period in dispute and up until the meter was removed from service.
3. If the results from the tested meter are determined to be **below the lower accuracy limit at one of the tested flow rates and above the upper limit at one or all of the other tested flow rates**, the customer's account will be adjusted down to reflect the amount of over-registration. The adjustment will be the difference between the highest of the accuracy percentages and 100%, 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	Low Flow Rates			Transition Flow Rate			High Flow Rate		
	Flow Rate (l/h)	Test Quantity (litres)	Accuracy Limits (%)	Flow Rate (l/h)	Test Quantity (litres)	Accuracy Limits (%)	Flow Rate (l/h)	Test Quantity (litres)	Accuracy Limits (%)
20mm (3/4")	25	20	95 - 105	37.5	20	98.0 - 102.0	5000	100	98.0 - 102.0
25mm (1")	35	20	95 - 105	52.5	20	98.0 - 102.0	7500	100	98.0 - 102.0