



**Water Authority - Cayman**  
"Suppliers of the World's Most Popular Drink"

# METER TESTING REQUEST FORM

Account No.

## Customer Information

Surname/Company Name		First Name	Middle Initial
Physical Address (House No. & Street Name)		Apartment/Suite	Block & Parcel No.
Home Telephone No.		Work Telephone No.	
Mobile No.		E-mail	

## Reason for Test Request

Date

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## The following conditions apply to a Customer requesting third party testing of a water meter:

- A. The Customer must complete a Water Authority Meter Testing Form.
- B. The Customer must pay a \$50.00 meter testing fee. This fee will be refunded in the event that meter is found to be inaccurate, there will be NO refund of this fee if the meter is found to be accurate.\*
- C. The Customer is required to settle their account in full or establish a payment agreement even though the meter is being sent for testing.
- D. Meter testing is carried out at an independent third party testing facility.
- E. Meters are sent for testing on a regular basis, the process for testing takes approximately 4 weeks.
- F. A letter will be sent to all addresses on the Customer's account indicating when the water meter was removed from service.
- G. In the event that the water meter is found to be within accuracy limits\*\*, the Customer's account will remain "as is", i.e. no adjustment, as explained in the Meter Testing Information Form.
- H. In the event that the water meter is found to be outside accuracy limits\*\*, the Authority will adjust the Customer's account based on the test results as explained in the Meter Testing Information Form.

\* Subject to change.

\*\* Accuracy Limits as defined in ISO 4064 (see Table 1 on Meter Testing Information Form).

I agree to the conditions above and as explained by the Water Authority - Cayman Customer Service Representative and to pay for the cost of testing if the meter is found to be accurate.

Customer Signature

Date

Customer Service Representative

# METER TESTING INFORMATION SHEET

## The Meter Testing Procedure:

Meter tests are required by customers for a number 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.
3. The meter is removed from service.
4. Meters for testing are consolidated and sent by courier to the independent testing company once per month.
5. Subject to the schedule of the testing company, the meters are tested at the end of each month.
6. 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.
7. The measured % accuracy is compared to the allowable accuracy limits.
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 test results 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.

**Table 1. Test Requirements for Water Meters**

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

## 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 will be adjusted using the average of six months of consumption prior to removal of the water meter from service.