



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
<input type="text"/>	<input type="text"/>

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 4-6 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 slow or 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 and fast**, the Authority will adjust the Customer's account based on the test results as explained in the Meter Testing Information Form.

*** Accuracy Limits as defined in per 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
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METER TESTING INFORMATION SHEET

The Meter Testing Procedure:

Meter tests are required 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.
3. The meter is removed from service.
4. Meters for testing are consolidated and sent by courier to the 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 4064, 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 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.
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.

Table 1. Test Requirements for Water Meters

Meter Size	Minimum Flow Rate			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



METER TESTING INFORMATION SHEET

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