



Do you have a remote device like this outside your house?



**If you don't know, check with the City's Utility Department.**

If you have a dial type remote (similar to those pictured above) that reports the water used by your property, you will need to be aware of the enclosed policy. As these remote recording devices age, they can sometimes begin to slow down and can even stop registering the water the property is using. **Since The City of Moose Jaw has identified an issue with inaccurate readings from these dial remote reporting devices, effective July 1, 2017, the readings indicated by these devices will no longer be considered valid and readings from the meters inside the house will be used.** If the property owner or account holder is not available when the Meter Reader is reading your area the property owner or account holder will need to read the meter inside the property and supply that reading to the Utility Department. This can be done online, called into the Utility Department or dropped off at city hall. The Meter Reader will leave the request in the mail box on the property. If we are unable to obtain a reading from inside your home, and one is not submitted by the property owner or account holder, the utility account will receive a bill using an estimate of the water used by the account holder.

If the property owner or account holder reports the reading from the meter they could be eligible for an adjustment. If you would like to know if you are eligible call the Utility Department with your meter reading at the number indicated below.

If you are unsure if your property has one of these remotes, please contact the Utility Department by email at [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or by phone at (306)694-4410.

**Effective January 1, 2017, City Council has approved a new policy to assist with obtaining readings for accurate billings. If you have had multiple estimates on your account, you will be contacted by the Utility Department. If they do not receive a response from you and the meter is not read by our staff, the account holder will be responsible for the bill they receive.**

If you have not received a letter and are unsure if you have a dial remote reporting device, or have any questions, please contact the Utility Department at City Hall, email [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or phone at (306)694-4410.



**City of Moose Jaw**  
**Department of Financial Services – Utility Department**  
**Remote Recording Device Variance Policy**

1. Authority for remote discrepancy adjustments is covered under Section 24(2) (b) of Bylaw No. 5152, The Sewer and Water Utility Bylaw which states the following:
  - “(2) In the event of a discrepancy between the volume of water recorded as having been consumed on an internal recording device of a water meter and the volume of water recorded as having been consumed on a remote recording device:
    - (a) the internal recording device shall be deemed to be the correct volume of water consumed through that service connection.
    - (b) the City Treasurer shall adjust any sewer and or water service accounts affected by the malfunctioning remote recording device by adding or deducting such amount or amounts as required in accordance with the Remote Recording Device Variance Policy.”
2. The resolution made by City Council on December 14, 2015, limits the period for which the City Treasurer can retroactively adjust sewer and or water accounts. Under the authority given in Section 24 of Bylaw 5152, The Sewer and Water Utility Bylaw and this policy, the billing will be limited to a period of twelve (12) months provided the account holder has given reasonable access to read the meter and the remote recording device. Malfunctioning remote recording devices detected after July 1, 2015 will have their retroactive consumption adjustment limited to a twelve (12) month period commencing at the point in time when the malfunctioning water meter was removed from the property.
3. The account holder is required to give reasonable access to determine if the meter and remote recording device are malfunctioning to be eligible for the credit indicated in Section 2 of this policy. For the purposes of this policy the account holder must respond to the Utility Departments’ attempts to obtain a meter reading within twelve (12) months of the initial request for a reading to be eligible for an adjustment.
4. The average daily consumption will be used to calculate the account holders consumption for the prescribed period indicated in section 2. A minimum of two years of historical consumption will be used to calculate the average daily consumption. If the minimum required historical consumption information is not available, 0.9m<sup>3</sup> per day will be used as the average daily consumption (per City Councils motion on September 22, 2015).
5. All adjustments made under this policy will be done in accordance with the guidelines contained in the Remote Recording Device Variance Procedure.