



## Why does the City have to read my meter?

**To ensure accurate billing of the water used at the property, the Utility Department needs regular meter readings.**

Section 10(3) of *The Sewer and Water Bylaw* (No. 5152) outlines the responsibility of the property owner or account holder for proper access for meter readings. A copy of the bylaw is available on the City of Moose Jaw website at [www.moosejaw.ca](http://www.moosejaw.ca).

Once every three months (4 times a year) the City of Moose Jaw Meter Reader will be in your area of the city to read meters. If you are unavailable when the Meter Reader visits your property they will leave a slip at the property asking you to read your meter and either call in your reading, drop off the reading at City Hall or visit [www.moosejaw.ca](http://www.moosejaw.ca) and enter the reading there. If we are unable to obtain a reading and one is not submitted by the property owner or the account holder, the Utility Department will issue a utility bill using an estimate of the water used at the property.

**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.**

Please review the information below and visit the Utility Department at City Hall with any questions, or by email at [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or by phone at (306)694-4410.





**City of Moose Jaw**  
**Department of Financial Services – Utility Department**  
**Multiple Estimates Policy**

1. Authority for multiple estimate adjustments is covered under Section 10(3)(a) of Bylaw No. 5152 – The Sewer and Water Utility Bylaw which states the following:

“(3) Every property owner or consumer, as the case may be, shall be responsible for:

- (a) ensuring safe, convenient and reasonable, as defined in the Terms and Conditions and Multiple Estimates Policy, access for City staff to all water meters installed on private property and the premises in which such meters are located;”
2. As indicated in Section 1 of this policy, property owners or consumers (account holders) must provide reasonable access to the Utility Department to read the meter. Reasonable access for the purposes of this policy is defined as one meter reading in a period of twelve (12) consecutive months.
  3. The Utility Department will be required to provide documentation to the Deputy City Treasurer indicating the Utility Department has completed the requirements under the Multiple Estimate Procedure to obtain the required readings. If documentation required in the Multiple Estimates Procedure cannot be provided, the customer will be eligible for an adjustment to their billing in accordance with the motion passed by Council on December 1, 2015, limiting the retroactive adjustment period. In these cases the retroactive consumption adjustment period for account holders will be limited to twelve (12) months from the date the last actual meter reading was received.
  4. If an actual meter reading has not been obtained as subject to subsection (2), the property owner or consumer will be responsible for all consumption as calculated by the City Treasurer regardless of the time period involved.
  5. All adjustments made under this policy will be done in accordance with the guidelines contained in the Multiple Estimates Procedure.