



**Has your utility bill been much lower than usual?**

**Has the reading for your meter stayed the same for several months?**

**That could mean that your water meter has stopped or is malfunctioning.**

As meters age, they can sometimes begin to slow down and can even stop registering the water the property is using. It is important for the account holder or property owner to check the reported readings on your utility bills.

If the meter reading indicated on your utility bill hasn't changed since your last billing and the type of reading indicated on the bill is "Actual" then you need to call the Utility Department to arrange to have your meter read. If you think your meter might have stopped or malfunctioning, please contact the Utility Department at City Hall by email at [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or by phone at (306)694-4410.

The Utility Department will attempt to also contact the account holder or property owners when they detect what they believe to be a stopped or malfunctioning meter. If you receive a phone call or a letter from the Utility Department, please respond as soon as possible to be eligible for an adjustment under the Stopped or Malfunctioning Meter Policy. The period you are eligible for an adjustment is limited. For more information on this policy, please see Section 22(4)(d) of Bylaw No. 5152, The Sewer and Water Utility Bylaw.



**City of Moose Jaw**  
**Department of Financial Services – Utility Department**  
**Stopped or Malfunctioning Meters**

1. The authority to process adjustments for stopped water meters is covered under Section 22(4)(d) of Bylaw No. 5152, The Sewer and Water Utility Bylaw, which states the following:

“(4) If, in the opinion of the City Engineer, a water meter is not accurately measuring the volume of water passing through it:

- (a) the City Engineer shall notify the City Treasurer of the error;
- (b) the water meter shall be repaired or a new meter installed;
- (c) the deposit provided, if any, shall be promptly returned or credited to the account of the applicant;
- (d) the City Treasurer may adjust any sewer and/or water service accounts affected by a malfunctioning meter by adding or deducting such amounts in accordance with the Stopped and Malfunctioning Meter Policy such that the account balance(s) will properly represent the water delivered through said meter during the time, in the opinion of the City Engineer, the meter began to malfunction.

(5) Repealed.”

2. The motion made by City Council on December 1, 2015 limits the period for which the City Treasurer can adjust sewer and or water accounts. Under the authority given in section of the 22(4) (d) of Bylaw No. 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. Stopped meters or malfunctioning meters detected after July 1, 2015 will have their retroactive consumption adjustment limited to a twelve (12) months 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 is 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 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 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 Stopped and Malfunctioning Meter Procedure.