

<b>Department:</b> Maintenance Department		<b>Content Updated:</b> 11/06/2025
<b>Responsible:</b> Administrator & Foreman		<b>Policy Title:</b> <b>Water Meter Repair &amp; Leak Policy</b> <b>(inside residence or building)</b>
<b>Policy No:</b> 2025-01		<b>Council Resolution Number:</b> 431/25
<b>Page 1 of 2</b>		<b>Date of Approval:</b> June 24, 2025

## 1. PURPOSE OF THIS POLICY

The purpose of this policy is to establish responsibility for Water Meter repairs and leaks on the interior or privately-owned buildings.

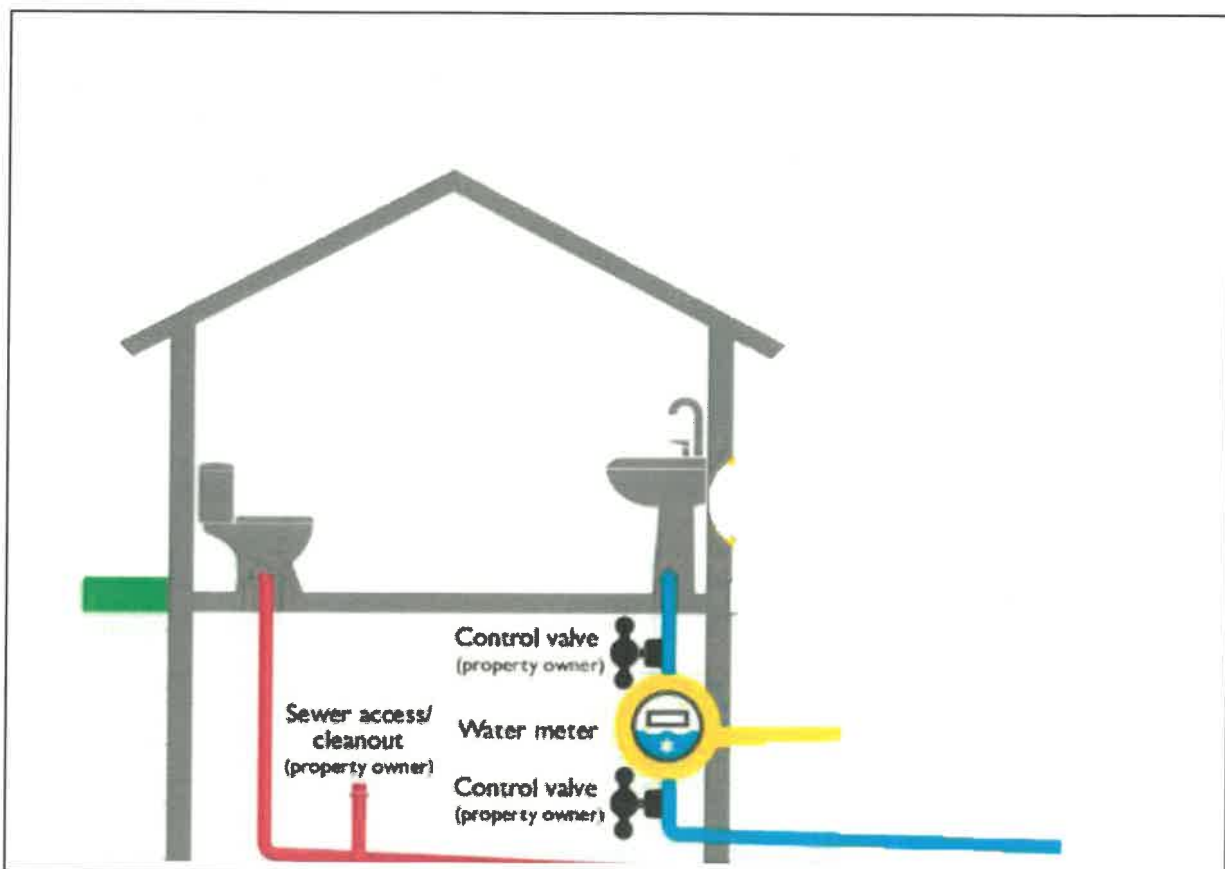
## 2. TOWN OR OWNER RESPONSIBILITY?

### 2.1. Property owners are responsible for:

- Maintenance of the household control valves and pipes to protect the water meter
- All pipes, fittings and valves on either side of the water meter inside the home or building
- The water supply pipe from the home to the property line
- Property owners must not remove, damage or tamper with their water meter or allow the water meter to freeze. If this happens, we will invoice for replacement costs or add the costs to the utility bill
- Property owners shall notify the Town Office if they plan to leave for the winter in advance to allow sufficient time for the Town to remove the water meter and drain it and lay it on the floor so that it doesn't freeze and break.

### 2.2. Town Responsibility

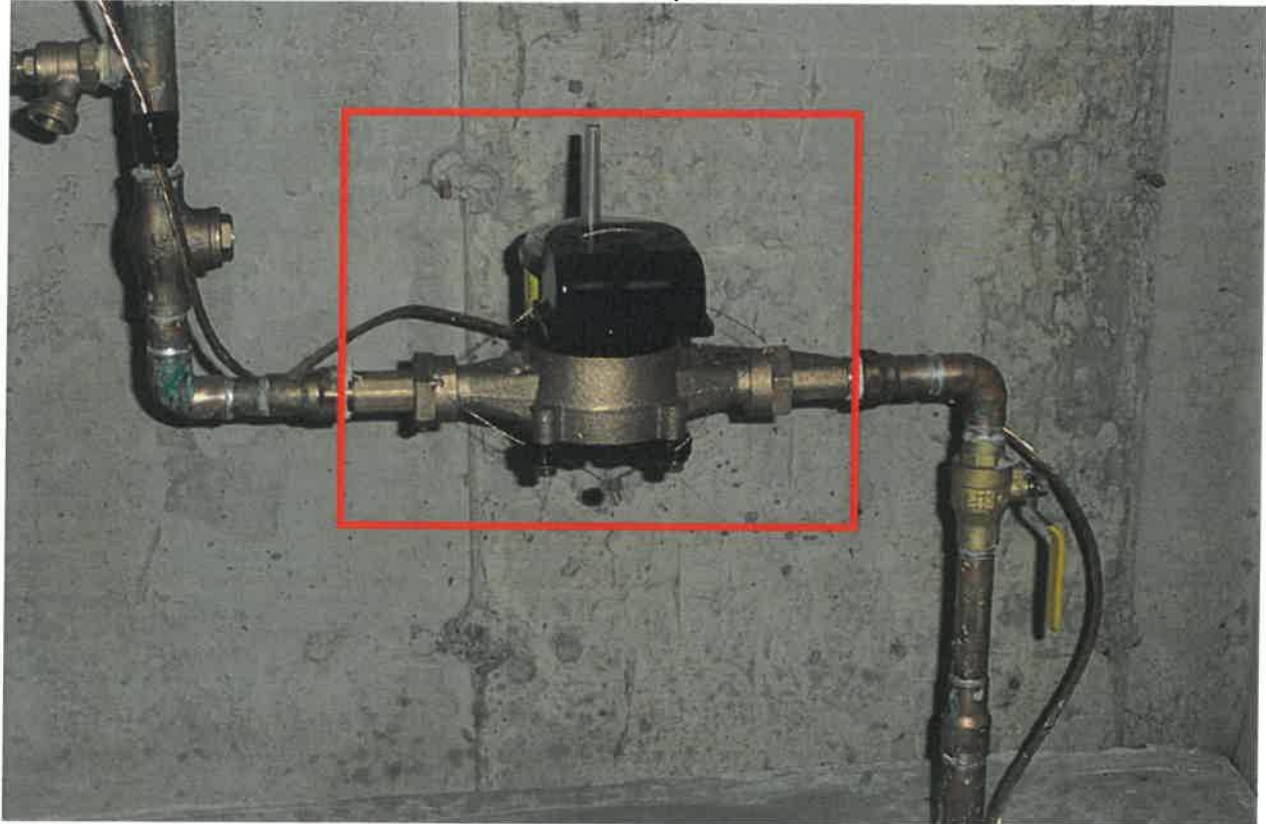
- Supplying a standard water meter
- The property owner will reimburse the Town of Radisson the actual cost of the water meter as shown on the invoice.



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Page 2 of 2		Date of Approval: June 24, 2025

The Town will be responsible for any leaking from normal wear and tear from “endstock (tail piece) to endstock” and within the area of the red square below. If the area has been tampered with, altered or vandalized, or allowed to freeze, it will be the owner’s responsibility to pay a professional to fix or replace the mechanism.

Sample



What can I do for preventative maintenance?

- Exercise your valves annually
- Have valves installed before and after the meter (service valves)
- Make sure you use a trained professional for any new services or replacements
- Have someone check your house daily during freezing temperatures and keep enough heat on in the house to prevent freezing, and/or install a bleed line and drain thoroughly before freeze up.