

## **IWA Meter Downsizing FAQ's**

- **How many IWA residential customers have 1" water meters?** There are approximately 2159 IWA residential customers that have 1" water meters. 1,004 of them are located in Heritage Palms Country Club.
- **Is the homeowner required to downsize the meter?** No.
- **Why does the homeowner have to pay to reduce the meter size?** Reducing the meter size is a homeowner's decision; therefore, the homeowner is responsible for the cost.
  - **Can the homeowner wait to downsize the meter as part of the next meter change-out cycle?** Yes. IWA can process the meter downsize request during the next meter change-out cycle (either 2015/16 or 2020/21) at no cost to the customer.
- **What is the actual cost of the meter downsizing?** IWA has estimated the meter downsizing from a 1" to a 3/4" water meter to be \$595. To date, IWA has replaced numerous water meters with the installation costs below \$595. In fact, many of the installations have been completed for \$100 to \$200 under the estimated \$595.
- **What is included in the \$350 installation cost?** The \$350 includes the parts, labor, and overhead costs associated with the downsizing of the meter. The \$350 cost is only an estimate. The customer will only be charged for the actual cost of the installation. Actual costs will be tracked using IWA's asset management system. The homeowner does have the option of hiring a licensed plumber to install the meter and not use IWA staff.
- **Why can't homeowner's purchase a cheaper meter and install it?** IWA meters are compatible with Neptune handheld devices and program which IWA uses to upload the collected consumption data into IWA's billing system. IWA uses remote read meters and equipment to lower meter reading costs.
- **If the property only needs a 3/4" meter, can the resident just be billed for a smaller meter?** No. The ordinance states the base charge is determined by the size of the meter. The budget tiered rate structure and ordinance is based on a rate study found on the IWA website.