

WATER METER RETROFIT PROGRAM

Frequently * Asked * Questions

Regarding residential water service lines that serve more than one residential dwelling and multiple water service lines to a single dwelling.

The City of Roseville is in the midst of a residential water meter retrofit program to install water meters on all residential service lines. A number of residential service lines serve more than one dwelling (sometimes on multiple legal parcels), and some residential properties are served by more than one service line. The City plans to adopt policies on how to install water meters in these situations based on the following guiding principles:

- ◆ All water service lines are to be metered.
- ◆ The City will not perform work on private property, except within existing utility easements.
- ◆ Customers will be responsible for plumbing changes on the customer side of the meter.
- ◆ The City will not establish sub-metering on private water systems.
- ◆ A meter retrofit surcharge will apply for each meter installed by the City.
- ◆ Property owners will be responsible for paying monthly water bills, including meter retrofit surcharges.
- ◆ Meter retrofit surcharges will be scheduled for payment over ten years although a single lump-sum payment option is available.

A number of frequently asked questions and their answers are provided below to help customers understand how they might be affected by the proposed policies.

I have a second home on my property. Both dwellings are served by a single water service line. Will I need two water meters?

No. The single service line can continue to serve both dwellings. The water bill and meter surcharges will, however, be charged to the property owner of record.

The service line to my house also provides water to my neighbor's house. Do we both need water meters?

Yes, if each house is on a separate legal parcel. The City will install a water meter on the existing service line, and install a meter on a new service lateral to your neighbor's house. We will encourage your neighbor to extend a water supply line from his house to the new water meter, and to disconnect the service line between the two parcels. Low interest loans may be available to assist with the cost of this improvement. Each property owner will be responsible for paying a meter retrofit surcharge.

How do I find my water service line?

On many older homes the location of the service line may be difficult to locate due to landscaping and paving that may have happened over time. The first step is to locate the homes main water shutoff valve. This could be a "wheel valve" located at either the front or the back of the house. The water service line typically has a shutoff valve in a small (6") round box located at the property line. The service line runs between the round box at the property line and the shut off valve going into the house.

When will the City install a meter at my home?

The City is progressing with the meter retrofit program one neighborhood at a time. The program is expected to continue until about 2010 before all meters are installed. You may contact the Environmental Utilities Department at 774-5750 or visit the City's website at www.roseville.ca.us to get an estimate of when metering will occur in your neighborhood.

How much is the meter retrofit surcharge?

The full meter retrofit surcharge is \$7.20 per month for ten years on standard residential meters. If a home has already been made meter ready by a developer a surcharge of \$1.58 per month will apply. If larger meters are installed (for example, in an apartment complex), actual meter installation costs will be charged. Arrangements can be made to pay these over a 10-year period.

When will I begin paying the meter retrofit surcharge?

Most residential customers needing water meters are already paying the meter retrofit surcharge. If you are not paying one now, you soon will be as we estimate each customer's situation and impose the surcharge accordingly.

I have been paying a single retrofit surcharge, but I think I have two lines serving my house. What happens to me?

When the metering crew gets to your house they will determine whether you have two services or not. If you do, you will be given two options. First, you can eliminate the second service (the City will disconnect the line from the main and you may need to make changes to connect your plumbing internally) and receive just one water meter. Second, you may choose to keep both services and the City will install two meters. At that time, a second meter surcharge will be billed, to be paid over a 10-year period. Keep in mind that if this option is chosen, the property will receive two water bills as the transition to metered rates occurs.

I own a duplex, live in one unit and rent the other half of the duplex out. There is just one service line. What happens in this situation? Who pays the water bill?

A duplex with a single owner can continue to be served by one service line. A single retrofit surcharge will apply. The water bill, including the retrofit surcharge, will be sent to the property owner.

When will I begin to pay metered water rates?

Once your neighborhood is fully metered the City will begin providing water use data on your water bill, as well as information to compare your bill under both flat rate (current) and metered rate (future) structures. We will provide you with 12 months of water use information before metered billing actually begins. Entire neighborhoods will be converted to metered billing at the same time.

Why do we need water meters at all?

As a condition of contracts with the US Bureau of Reclamation for our water supply the City must install water meters on all water services. Most commercial and other non-residential customers are already metered. Meters have been required in all new construction since 1992, including new homes. Older homes without meters are the target of this program, and the last customers to be metered.

Where can I get additional information?

You may call Environmental Utilities staff at 774-5750 or visit our web-site at www.roseville.ca.us.

If you are the owner, or resident, of an apartment, condominium or mobile home park, due to complexity of these large systems, staff will be meeting with the owners/managers on an individual basis.