

## Large Meter Test FAQ's

### 1.) **Purpose of the work.**

The Gwinnett County Department of Water Resources will be testing the water meters of our large water consumers for accuracy. This testing program is being initiated to promote conservation and accountability. This will ensure the water customer is not being over billed or under billed. The water meters that fail to meet the standards of the Gwinnett County Department of Water Resources and the American Water Works Association Standards will be repaired and/or replaced.

### 2.) **Who is doing the work?**

The Gwinnett County Department of Water Resources has employed the services of the HDR Engineering, Inc, and M.E. Simpson Company, Inc. to inspect, evaluate, test and/or repair the meter servicing your facility. The County asks that you give them your cooperation in scheduling this accuracy test and performing the work. All personnel will have photo identification.

3.) **How will the work be performed?** An initial inspection will be conducted of the meter vault and meter setting to gather information about each particular meter. The inspection team will also contact the water customer on site to gather contact information to allow a future appointment for the testing of the meter.

4.) **Will my water service be interrupted?** The water customer will be contacted by the meter testing crew to set a time to test the meter on site. This test appointment will be set in advance so that the water customer will have plenty of advanced notice when the work will be conducted. Often the advanced notice will be two weeks. In about 50% to 60 % of the cases, water disruption will not be an issue because there is a locked water line by-pass around the meter allowing full water service while the meter is isolated for individual testing. Even when there is a bypass at the meter setting, the customer will be contacted as a matter of courtesy but also to inform the customer the testing will take place so that in case of a loss of service, corrective action can be taken immediately.

5.) **When will the meter be tested?** During the testing and repair phase, the water to your facility might have to be turned off for a period of time (approximately 60 to 90 minutes). Scheduling will be done so the service to your facility is disrupted as little as possible. It is anticipated this program may take several months to complete evaluation of all the large meters involved in this test group. Project Team personnel will contact you and schedule a time between 6:00 a.m. and 6:00 p.m., Monday through Friday, to perform the work with advanced notice to minimize any potential service disruptions. Some critical customers may be scheduled for "off hours" testing to insure minimized service disruptions. Once the testing work has been completed for each particular meter, the test crew will notify the customer the work has been completed and will check to make sure the water is on. The crew will be able to answer questions regarding the testing on site, but copies of the test reports will be on file in the Department of Water Resources and will be available for review by water customers.

6.) **Will the test cause such things as rusty water?** There is the potential for discolored water but in most circumstances, the water will be clear and clean. The customer will be informed of potential discoloration by the meter test crew if the crew experiences discolored water during the testing, as well as a way to flush the pipes for clearing any water issues. Usually there is not a problem, and the water is safe to drink and use immediately after the meter test.