

**MWSS RO-OPP-052-01**  
**POLICIES ON WATER METERS**  
**BOT Res. No. 39 – 2000 dtd February 3, 2012**  
**Customer Service Regulation Area**

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**GENERAL STATEMENT**

Water meters shall be classified as Official and Private Meters. OFFICIAL METERS are those meters installed, billed and maintained by the Concessionaire. PRIVATE METERS are those meters installed by owners within a common place/building/compound not listed in the Concessionaires' account and are all connected to a common Official meter, known as the Master or Mother meter.

**POLICY STATEMENT**

Existing MWSS standards and policies for water meters shall be the minimum requirement until such time the Concessionaire comes up with revisions and/or addendum, for the evaluation and approval of the MWSS-REGULATORY OFFICE, to form part of the standards prior to implementation.

**GUIDELINES**

**1. TESTING/EVALUATION**

- 1.1. All meters, which shall include new and rebuilt meters, shall undergo individual testing/calibration and shall pass the minimum standards set forth by MWSS prior to incorporation into the system, which is similar to Energy Regulatory Board policy particularly ERB Resolution No. 95-21, Section 33.**
- 1.2. That during the conduct of series of tests by the Concessionaire, a representative from the RO shall be required to witness the testing and shall validate record of results.**

**2. WARRANTY**

- 2.1 New Meters shall meet the field performance warranty, normally five (5) to seven (7) years or as guaranteed by the manufacturer or supplier.**
- 2.2 New Meters covered by warranty and found to be defective shall at no instance be replaced with old/rebuilt meters.**
- 2.3 Rebuilt/Repaired Meters should have at least, three- (3) years warranty to be able to be accepted as replacements.**

**3. CHARGES**

- 3.1 Repair, testing, calibration and/or replacement of Official Meters, shall be free of charge, unless proven that the cause for the defects noted were due to deliberate act or with participation of the customer, in which case, the cost of repair or replacement shall be borne by the customer.**
- 3.2 Registered Private Meters shall be repaired free of charge, except the cost of spare parts or in case of irreparable meter; the owner shall pay the cost of the meter or submit a new replacement water meter for testing and calibration.**
- 3.3 Replacement cost for Stolen and Tampered Meters shall be charged to the customer if proven that the tampering or loss was caused through the deliberate act or participation of the customer.**

## **PROCEDURES**

### **1. PROCUREMENT**

**1.1 Procurement of New Meters shall undergo pre-bid qualification processes set forth by the Concessionaire using MWSS standards as a minimum requirement.**

### **2. TESTING/EVALUATION**

**2.1 Prior to the conduct of the series of meter tests for NEW, OLD/USED, REBUILT METERS, the Concessionaire shall inform the MWSS-Regulatory Office, at least, three (3) days prior to the actual testing schedule wherein a MWSS-Regulatory Office representative shall be a witness to the testing/evaluation.**

**2.2 The Concessionaire shall issue a certificate of compliance or a seal to each water meter that passed the standards set forth.**

### **3. MOUNTING/DISMOUNTING**

**3.1 Only Meters issued with a certificate of compliance/seal shall be installed in the service connection.**

**3.2 At no instance shall a New meter that was found defective under warranty period be replaced by an Old/Rebuilt meter.**

**3.3 No Rebuilt meter shall be installed in a New Service Connection.**

**3.4 Rebuilt meters can be mounted to replace old meters, and should have at least three- (3) year performance warranty period.**

**3.5 All Official meters dismantled by the Concessionaire for whatever reason shall be replaced immediately.**

### **4. STOLEN AND TAMPERED METER**

**4.1 Stolen and tampered Meters shall be investigated thoroughly by the Concessionaire in the presence of the customer and some qualified witnesses, preferably, a barangay official.**

**4.2 Unless otherwise proven that the tampering or loss of the water meter was caused through the deliberate act or participation of the customer, the Concessionaire shall replace said meter at no cost to the customer, otherwise, the customer shall bear the cost of replacement or repair.**

### **5. REPORTING**

The Concessionaire shall keep a record for RO **verification** the following records and furnish a **summary** in a quarterly report to MWSS-RO consisting of the following:

- a. LIST OF METERS TESTED (New & Old) with their serial numbers and test results.**
- b. NEW METERS mounted and dismantled by brand and size.**
- c. OLD/USED & REBUILT METERS dismantled and mounted, by brand and size.**