



PLAINVILLE BOARD OF WATER COMMISSIONERS

METER TESTING POLICY and PROCEDURE

As per Massachusetts General Laws: Chapter 40, Section 391

Any person using water supplied by a city, town or district, measured by a meter, shall be entitled to an examination and test of such meter to determine the accuracy of the same in any quarter or period, upon written application therefore, which shall be made before the expiration of the time when the rate for such quarter or period is required to be paid, to the board, commissioner or officer in charge of the water works of the city, town or district.

1. make the request for examination and test of accuracy in writing to the Town of Plainville Board of Water and Sewer Commission
2. Town of Plainville Water Department will contract with a competent company engaged in the business of testing water meters for the purpose of determining the accuracy of the meter in question
3. A written report will be generated and provided to the person(s) making the application
4. if testing of the meter shows that said meter has registered with substantial accuracy (plus or minus 2% of 100%) as per A.W.W.A. (American Water Works Association) standards for cold water meters, the expense of the meter test shall be paid by the person so applying
5. If it appears that the meter has not registered within the standard for accuracy, and the person has been charged with, or has paid for, more water than he should have been charged with, or has paid for more water than he should have been charged with or should have paid for, the amount of such excess shall forthwith be credited to such person or remitted to him if he has paid the same, the expense of the examination and the test shall be borne by the Town of Plainville Water Department
6. if the results appear that the person has been charged with, or has paid for less water than he should have been charged with or paid for, he shall forthwith be charged with the proper additional amount and shall pay the same, together with the expense of the examination and test, to the Town of Plainville Water Department