



Frequently Asked Questions

What are the benefits to being a metered customer?

Metering gives customers more control over their bill. It is fair in that those who use less pay less and those who use more pay more. A metered customer has their conservation efforts rewarded as it provides a financial incentive to conserve and encourages more resident participation in conservation programs.

Why is the Utility moving towards a fully metered system?

Metering allows the Utility to better manage water demand. Metering reduces water demand as it allows the Utility to measure rather than estimate water use. This may result in a 6% decrease in total water demand. Metering demonstrates sustainable action and assists in meeting requirements of our water extraction permit. The City of Charlottetown is working towards a sustainable future and metering shows the City's commitment to using natural resources responsibly.

Who will be installing the water meters?

The City of Charlottetown has contracted Bevan Bros to have the meters installed by a licensed plumber. A City of Charlottetown employee will accompany the plumber during the installation process.

How much will it cost to have a meter installed?

There is no fee to switch to a metered rate. In most cases there will be no cost to the homeowner for the meter installation. In some cases where the water line is inaccessible, e.g. behind a wall in a finished basement, there may be some cost to the homeowner to make the pipe accessible.

What if I have a finished basement?

If the water line is not accessible, e.g. behind a wall in a finished basement, the homeowner will be asked to give permission to the plumber to make the pipe accessible. In these cases the plumber will be required to cut an opening in the wall to access the pipes. The work will be completed in a manner that provides the homeowner with minimum amount of work to finish, leaving access to the meter. The homeowner is responsible to ensure there is access to the water meter should it ever require maintenance or replacement.

How long does the meter installation take?

A typical installation takes about an hour. This is excluding any modifications that may be required.

Is it mandatory to have a meter installed?

Yes, all customers are required to be metered by December 31, 2019.

What happens if I do not have a meter installed by December 31, 2019?

This would put you in violation of the Water & Sewer Utilities General Rules and Regulations and services may be suspended until a meter is installed. At that time, it will be the homeowner's responsibility for the installation cost of the meter.

If my area is not being scheduled until later, am I able to have a meter installed earlier?

Yes, if you would like to have a meter installed, you can schedule an appointment before your area has started.

Do I have to be home while the meter is being installed?

At least one person over the age of 18 is to be at home while the meter is being installed.

Where is the meter installed?

The meter is installed on the water pipe where it enters the home and close to the water shut off valve. In rare cases, such as homes with little or no foundation, the meter will be installed just before the pipe enters the home.

There is already a meter in my home. Will it have to be changed?

Customers where there is an older style meter and are paying as a flat-rate customer will need to have the meter changed. As long as the meter is installed horizontally the replacement process will be quite simple.

How are the meters read?

Meters are equipped with a transmitter that allows the Utility to take the reading by driving by your house. The only time anyone would need to access your home after installation would be to inspect, test, repair or replace the meter.

How will my metered bill differ from the flat-rate bill?

You will receive a bill every three months. It will include a fixed charge and a consumption charge. A flat-rate bill is based on consumption of 252 cubic meters annually. The metered bill is based on the actual consumption of the household.

Will my bill tell me how much water I use?

The bill for metered accounts includes information on the amount of water used, number of days in the billing period, the average use per day and the average cost per day. This information will help you to determine if your efforts to conserve water are effective.

How can I read my meter?

Reading your meter can be a very helpful way to monitor your water use. The counter will show you

how many cubic meters you have used (1 cubic metre = 1000 litres).

There is also a low-flow indicator that can be used to detect leaks. Information on reading your meter will be provided to you when the meter is installed.

How do I make an appointment?

The work required for the Residential Water Meter Installation Program has been divided into six City zones. Bevan Bros. Plumbing and Heating will start the official installation program on October 1, 2015 in Zone 1.

Residents (flat-rate customers) will be contacted with an invitation to attend an information session for their zone. Bevan Bros. will follow up with each individual to arrange appointments for the water meter installation.

For those who don't want to wait for the installation program to begin in their zone, early appointments are also being scheduled.

To make an appointment between September 1 and September 30, contact the Charlottetown Water and Sewer Utility at 902-629-4014

After October 1, contact Bevan Bros. Plumbing and Heating at 902-368-3456

What do I do if I miss my appointment?

If you know that you are not going to be able to keep your appointment, please arrange to have it postponed. If you do miss an appointment, please call to reschedule.

When are the appointments scheduled?

Installations can be scheduled for Monday to Friday between 8 a.m. and 4 p.m.