

**HARRIS COUNTY MUD NO. 501
WATER METER REPLACEMENT POLICY**

OVERVIEW

The procedures described below represent the circumstances required to replace a water meter that is located within the Harris County Municipal Utility District No. 501 (MUD 501) boundaries. Any deviations to these procedures will require a formal board motion with at least three board members voting to approve the action.

SCENARIO #1

In scenario #1 the operator for MUD 501 discovers a meter not working properly, and in their sole discretion determines the meter must be replaced. In this scenario the operator has full authority to take such action and will simply report the replacement of the meter to the MUD 501 board.

NO BOARD ACTION REQUIRED

SCENARIO #2

In scenario #2 a customer of MUD 501 contacts the operator indicating a concern that their meter is not working properly and requests the operator to investigate. Upon investigation the operator discovers the meter is not working properly, and in their sole discretion determines the meter must be replaced. In this scenario the operator has full authority to take such action and will simply report the replacement of the meter to the MUD 501 board.

NO BOARD ACTION REQUIRED

SCENARIO #3

In scenario #3 a customer of MUD 501 contacts either the operator or the board indicating a concern that their water meter is not working properly and requests the operator to investigate. The following actions will occur:

1. The operator will reread the meter and verify that the meter is working properly. If the operator discovers that the water meter is not working properly, the water meter will be replaced without board action, pursuant to Scenario #2. If upon investigation the operator discovers that the meter is working properly the operator will communicate such information to the customer.

2. If the customer does not accept the operator's findings and continues to allege that the meter is not working properly and/or to request a new meter, the operator will report such information to the board president prior to the next board meeting and to the full board at the next board meeting, and the customer will be advised by the operator to present their request directly to the board.
3. If the customer appears before the board in person or in writing and makes a request for a new meter, the customer will be advised that the board can authorize the operator to have the meter bench tested by an independent third party on the condition that if the bench test determines that the meter is operating within the defined guidelines, the customer will be responsible for all costs associated with the bench test. If the customer agrees, then the board will authorize the operator to perform the bench testing. If the customer declines the option to bench test the meter, then the meter will not be replaced and no further board action will be required.
4. If the operator determines that the independent bench test shows that the meter is not operating within the defined guidelines per AWWA standards, the board will be notified and the meter will be replaced. At the next board meeting, the operator will make recommendations to the board regarding whether any credit is due to the customer's account, and the board will make a formal board motion regarding whether to grant a credit and, if so, the amount of such credit.

If the operator determines that the independent test shows that the meter is operating within the defined guidelines per AWWA standards, at the next board meeting the operator will make recommendation(s) regarding whether the meter should be kept or replaced, and the operator will include all costs associated with the bench testing on the customer's next utility bill. The board will then make a formal board motion regarding whether to accept the operator's recommendation or to override the recommendation.

BOARD ACTION MAY BE REQUIRED