

9. Replacing the meter

Water meters that have stopped recording completely, or are visibly damaged or are deemed to be faulty are entitled to be replaced.

As per the Board regulation, in the meeting held on 05/09/2008, meters aged more than 7 years shall be replaced by the Board, free of cost. The meters installed for domestic purpose shall be replaced once in every 7 to 10 years. The non-domestic connections shall get the meters replaced once in every 5 years. No overhead cost shall be charged for the meter replacement in the above said basis. The water meters furnished by the Board are regularly tested to assess its accuracy over time.

If the failure of the meter is pertaining to AMR device fitted to it, the water meter may not necessarily be changed if it can be read manually until the AMR device is repaired.

Defective meters (MS/MD/SMS) may be brought to the notice by way of:

- Customers revealing us of a fault
- Periodic data investigation by us to discover the irregularity
- Observation by the Board staff in the field

The consumer shall be liable to pay for any damage caused to a meter fitted at the consumer premises under the following conditions:

- Physical damage to the meter
- any unauthorized alterations made to the meter
- seal of the meter found to be cut or tampered

In the above scenario the Engineer shall assess the damage caused and take necessary action as per the Board regulation.

Water meters have to be replaced when they have stopped recording completely, are visibly damaged or that we deem to be faulty. As per the Boards resolution in its meeting held on 05/09/2008 the aged meters more than 7 years shall be replaced by the Board at free of cost. The duration for the replacement of meters under domestic category is 7 to 10 years and 5 years for Non domestic category. Board regularly test the Board meters to assess their accuracy over time. There will be no additional charges to consumers for above said meters.

Defective meters (MS/MD/SMS) may be brought to the notice by way of consumer, data investigation and by the staff in the field.. If the failure of the meter is related to AMR device fitted to a non digital meter the meter may not be necessarily be changed if it can continue to be read by an eyeball method until the AMR device is repaired.

The consumer shall be liable to pay for any damage to the meter fitted at the premises as per the Boards regulation. Damage includes, any meter is found to be tampered and the sealing of the meter is found cut, damaged or tampered. The concerned Engineer shall assess the damage caused and shall take necessary action as per the regulations of Board.