

# UTILI-FACTS

## One meter per residence requirements

It is important for water customers to receive a continuous and adequate supply of water. It is equally important for retail public utilities to have adequate measures in place to help ensure that



each water customer receives an adequate supply of water that is protected from contamination from external sources. To help achieve this, rules have been written for the protection of both the customer and the utilities that call for one meter

per residence or per commercial connection. The following are excerpts from the Public Utility Commission of Texas' (PUCT) rules. The numbers and letters in brackets indicate where these rules can be found in the PUCT's rule.

These rules apply to retail public water utilities:

One meter is required for each residential, commercial, or industrial service connection. An apartment building or mobile home park may be considered by the utility to be a single commercial facility for the purpose of these sections. The Commission may grant an exception to the individual meter requirements if the plumbing of an existing multiple use or multiple occupant building would prohibit the instal-

lation of individual meters at a reasonable cost or would result in unreasonable disruption of the customary use of the property. [Title 16, Texas Administrative Code (16 TAC), Section 24.89(a)(4)]

Use of meter – All charges for water service shall be based on meter measurements, except where otherwise authorized in the utility's approved tariff. [16 TAC, Section 24.89(a)(1)]

Each community public water system shall provide accurate metering devices at each service connection for the accumulation of water usage data [30 TAC, Section 290.44(d)(4)]

Connection – A single family residential unit or each commercial or industrial establishment to which drinking water is supplied from the system. [30 TAC, Section 290.38]

### Questions?

Contact the PUCT's Customer Protection Division by phone toll-free at 888-782-8477 (fax: 512-936-7003) or by mail at this address:

Public Utility Commission of Texas

Customer Protection Division

P.O. Box 13326

Austin, TX 78711-3326