

Can we opt out of Chino Hills smart water meter?

All water meters in the City are being replaced with new electronic-read meters. These meters are much more efficient and enable staff to collect a variety of data and reports to proactively identify meter related alerts and water consumption data.

Why do the water meters need to be replaced? It appears my bill is higher as a result.

The reasons for changing the meters are: 1) Some (not all) of the meters have aged to the point that they had slowed down in registering the actual use, and 2) the new meters are equipped with an electronic reader which eliminates the need for staff to individually read each meter on a monthly basis. With that said, we do perform a manual reading every 12 months to ensure consistency between the physical meter counter and the electronic reader.

Utility Customer Service stated that there is a possibility where I could have been undercharged for water consumption with the old meter. Is this true?

Not all residents with the old meters have been undercharged. Only those with slow (or slowing) meters would have been undercharged.

How do I know the new meters are accurate?

Each meter is tested prior to leaving the factory to ensure that is fully accurate (above 98% accuracy). A full report on all the meters is provided to the City upon delivery, which shows the results of the tests.

I was told that if I want my own test it would cost \$200.00.

This is partially true. Since the meter supplier provides the results of the factory-testing for each meter, we do not believe that the meters need to be tested without proper cause. In cases where we don't believe there is adequate cause for re-testing, we require the requestor to pay the \$200 fee if they choose to have the meter tested by a State-Certified meter testing facility. Should the results conclude that the meter was erroneously providing excessive usage, the City refunds the \$200 testing fee along with the excess charged (retroactively to the day the meter was installed).