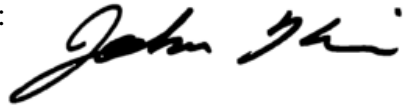




Department Procedures

SUBJECT	NUMBER	EFFECTIVE DATE:	PAGE
Customer Access to City Water Meters for Installation and Use of Third-Party Water Monitoring Devices	IV.B.11	December 1, 2021	Page 1 of 3
	APPROVED BY: 		

I. PURPOSE

This policy provides guidance to customers regarding the installation of non-invasive water monitoring devices. These devices are purchased and owned by the customer, and are attached to the City water meter.

II. DEFINITIONS

- A. "Water Meter" — A device owned and installed by the City to provide water service to a customer, which records the volume of water flowing from the City water distribution system into a customer's private water line.
- B. "Water Monitoring Device" — A non-invasive device installed on the water meter by a Tucson Water customer, which provides the customer with real-time water usage information.

III. POLICY

- A. Tucson Water acknowledges that there is an emerging market for third-party water monitoring devices that attach to water meters to provide customers with real-time water usage information.
- B. Per City of Tucson code [27-11](#) and [27-17](#), all water services are only to be installed by Tucson Water and no person may install or repair a water service. Additionally, tampering with and damaging water department facilities and fixtures is a violation of City code. Installation of a non-invasive water monitoring device should in no way result in tampering with or damage to water meter components.
- C. Customers may, at their own risk, install non-invasive monitoring devices on their City water meters for the purpose of managing water use on their property. Any damage to the meter unit, box or piping, or water loss will be the responsibility of the Tucson Water account holder. This includes installation and the duration of time a device is installed on the water meter. Meter boxes may also contain hidden hazards such as sharp objects, poisonous or venomous animals, and other unsafe conditions.

SUBJECT	NUMBER	EFFECTIVE DATE:	PAGE
Customer Access to City Water Meters for Installation and Use of Third-Party Water Monitoring Devices	IV.B.11	December 1, 2021	2 OF 3

- D. Tucson Water may need to remove water monitoring devices to repair or replace a meter and will not be liable for damage to water monitoring devices. If a device is removed from the meter for maintenance purposes, the device will be returned to the customer. The customer is responsible for ensuring the device meets current and any future meter specifications.
- E. Tucson Water may change the meter at any time, and it is possible that the new meter may be incompatible with a third-party monitoring device. In the event a meter is incompatible with a device, Tucson Water will not replace a meter to meet device specifications.
- F. For billing purposes, the only reading accepted for determining usage and charges is the water meter owned by Tucson Water. Water monitoring devices provide readings in different units of measure and conduct their own accuracy testing, which Tucson Water does not verify. The City of Tucson does not guarantee the accuracy or reliability of the data from these devices. In the cases where the Tucson Water meter fails to register usage, Tucson Code Section [27-43](#) will apply.
- G. For data security purposes, if a customer installs a monitoring device on their meter, Tucson Water is not responsible for the release of any data to a third-party who might access it.
- H. This meter policy is an experimental response to the emerging market for water monitoring devices; in practice, and with experience, Tucson Water may determine that this policy requires rapid amendment or revision. This policy, therefore, does not contain any explicit or implicit term of operation, nor does it provide any “grandfathered” status for any installed devices.

IV. RESPONSIBILITY FOR REVIEW

Tucson Water is responsible for the review of this procedure annually on the procedure anniversary date, or as necessary

V. APPENDIX

Appendix A – Tucson Water Meter Access Policy for Installation and Use of Third-Party Water Monitoring Devices

SUBJECT	NUMBER	EFFECTIVE DATE:	PAGE
Customer Access to City Water Meters for Installation and Use of Third-Party Water Monitoring Devices	IV.B.11	December 1, 2021	3 OF 3

Appendix A

TUCSON WATER METER ACCESS POLICY FOR INSTALLATION AND USE OF THIRD-PARTY WATER MONITORING DEVICES

Tucson Water acknowledges that there is an emerging market for third-party water monitoring devices that attach to water meters to provide customers with real-time water usage information. Both residential and commercial customers have contacted Tucson Water to ask whether they can install these devices. This policy provides guidance to customers regarding the installation of non-invasive water monitoring devices. These devices are purchased and owned by the customer, and are attached to the City water meter.

Per City of Tucson code [27-11](#) and [27-17](#), all water services are only to be installed by Tucson Water and no person may install or repair a water service. Additionally, tampering with and damaging water department facilities and fixtures is a violation of City code. Installation of a non-invasive water monitoring device should in no way result in tampering with or damage to water meter components.

Customers may, at their own risk, install non-invasive monitoring devices to their water meters for the purpose of managing water use on their property. Any damage to the meter unit, box or piping, or water loss will be the responsibility of the Tucson Water account holder. This includes installation and the duration of time a device is installed on the water meter. Meter boxes may also contain hidden hazards such as sharp objects, poisonous or venomous animals, and other unsafe conditions.

Tucson Water may need to remove water monitoring devices to repair or replace a meter and will not be liable for damage to water monitoring devices. If a device is removed from the meter for maintenance purposes, the device will be returned to the customer. The customer is responsible for ensuring the device meets current and any future meter specifications.

Tucson Water may change the meter at any time, and it is possible that the new meter may be incompatible with a third-party monitoring device. In the event a meter is incompatible with a device, Tucson Water will not replace a meter to meet device specifications.

For billing purposes, the only reading accepted for determining usage and charges is the water meter owned by Tucson Water. Water monitoring devices provide readings in different units of measure and conduct their own accuracy testing, which Tucson Water does not verify. The City of Tucson does not guarantee the accuracy or reliability of the data from these devices. In the cases where the Tucson Water meter fails to register usage, Tucson Code Section [27-43](#) will apply.

For data security purposes, if a customer installs a monitoring device on their meter, Tucson Water is not responsible for the release of any data to a third-party who might access it.

This meter policy is an experimental response to the emerging market for water monitoring devices; in practice, and with experience, Tucson Water may determine that this policy requires rapid amendment or revision. This policy, therefore, does not contain any explicit or implicit term of operation, nor does it provide any “grandfathered” status for any installed devices.