

MIAMI-DADE WATER AND SEWER DEPARTMENT

SUB-METER INSTALLATION, GENERAL INFORMATION & REQUIRED MAINTENANCE

A sub-meter is purchased and installed by the customer or contractor for the sole purpose of receiving credit for the potable water that **DOES NOT** enter the Department's sanitary sewer system. The purchase of this meter is at the customer's expense observing all current Department guidelines pertaining to a sub-meter installation. The sub-meter must be installed on the customer's service line (down-stream from the Department's service meter, and not within the same meter box as the Department's meter). The sub-meter is to register **ONLY** that portion of potable water that does not enter the Department's sanitary sewer system, and to be used only for outside usage (filling pools, use of sprinklers, etc.).

- ◆ Purchase of an approved sub-meter, or replacement sub-meter can be made from the Miami-Dade Water and Sewer Department Retail Customer Service Division at the Douglas Building, located at **3071 SW 38TH AVENUE** (behind the Douglas Road Metro Rail Station) at the customer's expense. All sub-meters must register in cubic feet; **GALLON SUB-METERS FROM OUTSIDE VENDORS WILL NOT BE ACCEPTED OR BE APPROVED!** If the sub-meter is purchased from an outside vendor you must have the sub-meter certified at our Meter Shop located at **1001 NW 11TH ST** (Monday thru Friday from 9 am to 3:30 pm).
- ◆ Office hours for purchasing sub-meters are from 8:00 am to 4:00 pm, Monday through Friday, excluding holidays. Payment for purchase of sub-meters are to be made in cash, check, or money orders only, and made out to Miami-Dade Water and Sewer Department. No credit card payments are accepted at this time.
- ◆ Sub-meters and boxes are to be picked up at the Douglas Building storeroom located at **3071 SW 38TH AVENUE** (behind the Douglas Road metro rail station). Hours for picking up sub-meters and boxes are from 8 am to 4 pm, Monday through Friday, excluding holidays. ****CAUTION: SUB-METER BOXES WEIGH UPWARDS OF 70 LBS. DUE TO INSURANCE REGULATIONS, DEPARTMENT PERSONNEL CANNOT PLACE BOXES INTO PRIVATE VEHICLES****
- ◆ If the customer wishes to cancel the purchase before a sub-meter and/or a box is picked up, the customer can request a refund at the Douglas Building/Special Billing Section. However, if the sub-meter and/or box have been picked up, the unused/undamaged equipment must be returned to the Department's Douglas Building Storeroom for a refund. Please note that there will be a 4% overhead/restocking fee charged on all returns after the equipment has left the Department's premises. **No meters, boxes, or lids will be accepted for return after 90 (calendar) days, or once the sub-meter has been placed into operation.**
- ◆ All sub-meters must be installed at the customer's property no more than 10 lineal feet from the Department's domestic service water meter. The sub-meter must be easily accessible to Department personnel (**i.e. there cannot be a fence or other obstruction between the Department's domestic water meter and the sub-meter**). If there is a reason that the meter must be farther away, please call the Sub-unit at (786) 552-8806 to check if it will qualify for approval before installing the meter.
- ◆ The sub-meter must include a shut-off valve on the inlet side of the sub-meter within the sub-meter box. An approved sub-meter box is one that can accommodate both the sub-meter and the shut-off valve within the same box (a round box will not be approved).

As per section 2.06 (8) of the Miami-Dade Water and Sewer Department's Rules and Regulations:

"It is the customer's responsibility to ensure access to and the readability of the sub-meter for the Department." This indicates that the customer must allow access to the sub-meter for reading purposes. Therefore, it is the customer's responsibility to make sure the area surrounding the sub-meter is kept clear of obstructions, and that the sub-meter be kept within Department guidelines at all times.

- ◆ It is the customer or contractor's obligation to notify the Department when a sub-meter has been installed, functional and ready for inspection (any faucet or sprinkler system connected to the sub-meter must be completed, functioning, and in operation at the time of inspection). Please call the Sub-unit at (786) 552-8806 to schedule an inspection. A \$50 service charge per sub-meter will be applied to the customer's account after the initial visit/inspection for failed or approved installations. A \$25 service charge per sub-meter will be applied to each follow-up failed installation until which time approval is obtained regardless of number of visits/inspections required. These charges shall also apply to any other inspection performed on a customer owned sub-meter.

◆ **NO CREDIT WILL BE ISSUED UNTIL A FINAL INSPECTION IS PERFORMED AND THE DEPARTMENT APPROVES THE SUB-METER INSTALLATION. PLEASE CALL THE SUB-UNIT AT (786) 552-8806 TO SCHEDULE A FINAL INSPECTION AFTER INSTALLATION IS COMPLETED, OR FOR ANY OTHER INSPECTION THAT IS REQUIRED FOR SUB-METERS.**

◆ Once the sub-meter has been installed and approved, it is advised that the customer review the billing statement to confirm that the sub-meter is indeed recording consumption, and operating properly. If there is no consumption indicated in the sewer section of the billing statement, the sub-meter may be stopped or defective, if the sub-meter was in fact used during the billing period. It is advised that the customer should have the sub-meter tested (at the customer's expense) to ensure that the sub-meter is performing properly, and to take the necessary steps to repair or replace the sub-meter with an approved replacement sub-meter. **Please note that no adjustment or credits will be issued during the period in which the sub-meter is inoperative, removed from the premise, or a reading is not obtainable.**

◆ The Department's personnel must have free and clear access to the sub-meter without any obstructions during normal working hours. The customer must also adhere to the Department's standards, and guidelines for required sub-meter maintenance. It is the customer's obligation/responsibility to perform any required maintenance on a customer owned sub-meter. If any unacceptable conditions have been found and/or reported by any Department personnel with a customer owned sub-meter, the customer must repair, replace or correct any condition reported to avoid having the sub-meter deactivated from the Department's billing system. Unacceptable conditions are listed below:

1. **Clean Out Sub-meter Box** - Customer must clean out sub-meter box to a level that exposes the sub-meter and pipes within the sub-meter box.
2. **Sub-meter Box Broken** - Customer must replace broken sub-meter box.
3. **Sub-meter Box Buried** - Customer must uncover buried sub-meter box, and clear out surrounding area of any obstructions, also to allow free and clear access to customer's sub-meter within normal working hours
4. **Sub-meter Box Cover Broken** - Customer must replace broken sub-meter box cover.
5. **Leak at Sub-meter** - Customer must repair any leaks found within the sub-meter box (the customer should repair any leaks within the property immediately to avoid having excessive charges applied to a customer's account).
6. **Broken Bonnet Lid** - Customer must repair or replace sub-meter with an approved sub-meter. *
7. **Damaged Dial** - Customer must repair or replace sub-meter with an approved sub-meter. *
8. **Dirty Dial** - Customer must clean or replace sub-meter with an approved replacement sub-meter. *
9. **Glass Broken** - Customer must repair or replace sub-meter with an approved sub-meter. *
10. **Stopped Sub-meter** - Customer must replace sub-meter with an approved sub-meter. *
11. **10 Year Allowed Limit on Sub-meters** - Customer must replace and/or re-certify the sub-meter every 10-years with an approved sub-meter. *

*Sub-meters can be assessed to be repaired or re-certified at our Meter Shop located at **1001 NW 11th ST** (Monday thru Friday from 9 am to 3:30 pm).

As per section 2.06 (8) of the Miami-Dade Water and Sewer Department's Rules and Regulations:

◆ *"If requested by the Department, the Customer shall deliver the sub-meter to the department's premises for inspection and testing." (The inspection and testing shall be at the Customer's expense.) "Unless testing mandates earlier replacement, **ALL SUB-METERS SHALL BE REPLACED AT LEAST ONCE EVERY TEN (10) YEARS.** The replacement meter must meet the same standards as the meter initially installed. The replacement shall be at the Customer's expense. Meters larger than 5/8-inch may, as an alternative, be rebuilt and certified as accurate by the Department's Meter Shop, at the Customer's expense."*

◆ *It is also the customer's responsibility to remove and repair the sub-meter itself whenever necessary. Meters larger than 5/8-inch may, as an alternative, be rebuilt and certified as accurate by the Department's Meter Shop, at the Customer's expense. After reinstalling any repaired or replacement sub-meter, the customer shall promptly advise the Department of the completed repairs in order to determine if Department guidelines were followed in reinstalling the sub-meter. Please call the Sub-unit at (786) 552-8806 to schedule a new inspection on a repaired or replaced sub-meter. Cleanup of a sub-meter box or surrounding area need not be called in for an inspection after completed.*