



## TCEQ REGULATORY GUIDANCE

Water Supply Division  
RG-219 • May 2008

# 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 TCEQ rules. The numbers and letters in brackets indicate where these rules can be found in the Texas Administrative Code (30 TAC).

### **These rules apply to 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 executive director may grant an exception to the individual meter requirement if the plumbing of an existing multiple use or multiple occupant building would prohibit the installation of individual meters at a reasonable cost or would result in unreasonable disruption of

the customary use of the property.

[291.89(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. [291.89(a)(1)]

### **These rules apply to retail public utilities and public water systems:**

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

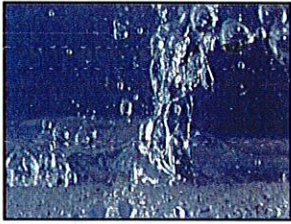
Connection - A single family residential unit or each commercial or industrial establishment to which drinking water is supplied from the system. [290.38]

**Questions?** Contact the Consumer Assistance group, Water Supply Division, at 512-239-4691 (*fax*, 512-239-6145) or by mail at this address: Consumer Assistance MC 153  
TCEQ  
PO Box 13087  
Austin TX 78711-3087

# 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' (PUC) rules. The numbers and letters in brackets indicate where these rules can be found in the PUC'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 PUC'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