



City of Robbinsdale

Water Meter Replacement Project – Frequently Asked Questions (FAQ's)

Beginning in March of 2020 all water meters in the City of Robbinsdale will be replaced. Here is some information regarding how to prepare for this event.

Q) I cannot find my water meter – where should I look ?

A) Although every property will be slightly different, generally the meter will be located in your basement. The first place to check is in the vicinity of your furnace, water softener or laundry machine. In some cases where basements have been finished, the meter may have been enclosed (i.e., sheet rocked over, paneled over, be located in a cabinet). Once you have located your meter, please make sure there is a 3-foot wide clear path to the meter. Also, make sure there is room for the contractor to be able to remove and install the meter. If the meter has been enclosed you will need to expose access to it prior to the meter installers visit.

Q) Where will I find the valve(s) on my water system and what do they look like ?

A) The valve(s) are located on your water service and are located near your water meter. Some properties have one valve on the street side of the meter and another one on the house side of the meter. Older valves could be 'gate' type valves and might look like the picture of the left, while newer valves could be 'ball' type valves and might look like the picture on the right –



Gate Valve



Ball Valve

Q) Do I need to have the valve(s) on my water service replaced ?

- A) Check your valve(s) near the meter to see if they are in working condition. Valves should be able to be turned easily and should not leak. Test your valve by turning it off, and then turn your faucet on, water remaining in the line should drain out and then water flow should totally stop. If water totally stops running you have a working valve, if the water doesn't stop running you will need to replace the valve.

If your valve(s) do not turn easily or they leak, they will need to be replaced before the meter can be installed. You have a number of options to perform the replacement –

- i) Hire your own plumbing contractor to replace the valve(s) before the meter replacement is scheduled. The City has a list of 2019 licensed plumbing and water / sewer contractors on its website –
<https://www.robinsdalemn.com/home/showdocument?id=544> (plumbers)
<https://www.robinsdalemn.com/home/showdocument?id=542> (water / sewer contractors)
It is recommended that you obtain several quotes prior to choosing a contractor.
- ii) Do the work yourself if you are a homeowner who is competent in this sort of work. **Please note however, that if your property is a rental unit, a licensed plumber MUST perform the work.**
- iii) Have the valve replacement performed by the company performing the meter replacement. You will have to sign a form to authorize the work, and you will be charged a set amount depending on the actual work required. Your utility bill will reflect the costs associated with the work needed. Please note that using the meter Contractor may necessitate a second appointment to install the new meter.

Q) I have valves on both sides of my meter – do they both need to work properly ?

- A) Technically no, however consider the following –

- i) The street side valve is the most critical element and DOES need to work 100% to allow the meter installation to occur, otherwise the curb stop will need to be shut off at additional cost to you.
- ii) The house side valve keeps all the water in your pipes from draining out and potentially making a mess. Keeping as much water as possible in the pipes on the house side of your meter will also reduce the problem of removing air from your house lines once the water is flowing again.

Overall, if you have two valves and are replacing one, you may want to consider having both replaced while the water is temporarily off, or even having a second added if you only have one.

Q) How much will it cost to replace my valve(s) ?

A) The cost to replace your valve(s) will vary depending upon the extent of work required and who is performing the work. For the standard type of work needed, the estimated 'ball park' range of costs is between \$250.00 and \$500.00. If your curb stop has to be shut off to allow the work to be done, there will be additional costs.

If you choose to have the meter installer replace the valve(s), the costs for this replacement will be added to your City utility bill.

Indicative Cost breakdown:	Valve replacement -	\$230.00 (per valve)
	Permit -	\$ 15.50
	Locate Curb Stop -	\$ 50.00 (If needed)
	Operate Curb Stop -	\$100.00 (per trip if needed)

Q) Won't the project cover the cost of the valve replacement ?

A) Unfortunately no. The project will cover the cost of the new meter and its installation, but all other parts of the system inside your home and out to the main in the street is the responsibility of the property owner. The cost for any work done on these parts is also the responsibility of the property owner.

Q) As a homeowner, can I replace the valve(s) myself ?

A) Yes, if you are capable of doing plumbing work. You will need to obtain a permit from the Engineering Department (cost \$ 15.50) before you can perform the work. We can also make curb stop keys available from our Public Works Facility (4601 Toledo Avenue N) in case you have to shut off the water from outside. These keys require a deposit of \$75 at the time of check out, refundable upon return of the key provided it is brought back in the same condition as it was collected.

Please note however, that if your property is a rental unit, a licensed plumber MUST perform the work.

If you have additional questions, please do not hesitate to contact the Engineering Department on ☎763-531-1268 or Public Works on ☎763-531-1202.