



Kitchener Utilities DWQMS Work Standard

Title: Multi-Metering Requirements
Control Number: WMSshop-15
Effective Date: June 19, 2026
Revision: 4

1 Purpose

The purpose of this document is to outline Kitchener Utilities requirements for properties requiring multiple meters: duplexes, triplex, multiplex, Additional Dwelling Units (ADU) and meter chambers. Kitchener Utilities Requirements are dependant on whether the property has 10 units or less or more than 10 units.

2 Background

Ontario Building Code 7.6.1.3 (5) Where the water supply is to be metered, the installation of the meter, including the piping that is part of the meter installation and the valving arrangement for the meter installation, shall be according to the *water purveyor's* requirements.

3 Work Instruction

There must be a building permit associated with each meter request. A drawing must be provided to show unit names. Numerical units names are preferred (e.g. Unit 1, Unit 2) Meter applications can be obtained by emailing WaterMeterShop@kitchener.ca.

3.1 Ten Units or Less

The private water service box/curb stop multi-metering option is no longer available.

For a site with 10 units or less, the only multi-metering options would be a meter room with a key/door code supplied to the City of Kitchener, with an exterior access door. If exterior access is not feasible, the access to the mechanical room must be from a common area within the building with a key/door code supplied, City of Kitchener staff will not go through a unit to access the meter room. There is also the option of an exterior recessed multi-meter manifold

compartment – additional details are provided in Drawing WMSD-302. If a meter room or an exterior access compartment can not be provided, a bulk/single meter can be installed (not in a chamber) and information on location and how to access must be provided.

The Owner may choose to install a private meters to complete internal billing, however the City of Kitchener will only bill based on the City owned meter (total water consumption). The owner is responsible for private billing, to maintenance/operation/replacement of the private meter and to respond to any meter disputes.

3.2 Greater than 10 Units

Please note that changes to greater than 10 units will be implemented on January 1, 2027, at the time of site plan submission – for more information please contact WaterMeterShop@kitchener.ca

For any new or existing structure requiring more than one water meter, one of the following criteria must be met before water meters are issued:

1. For each additional meter required, a separate water service complete with gatebox must be ran into the structure. If the service extends from a curb stop at the property line to a meter located in a second floor unit, it should be a continuous length of pipe to avoid having joints in a lower unit. The shut off valve must be just prior to the meter.

OR

2. One main lateral is taken from the street directly into a meter room with outside access and a key supplied to the City of Kitchener, and where tenants or unit owners do not have access. This service can then be manifolded to accommodate the required number of water meters. A by-pass is required for each meter set under this option. See fig 1: Meter Manifold drawing below.

If the units are street fronting and owned and addressed individually, water services should come from individual laterals off the street with a shutoff valve at the property line for each unit. The units are allowed to have individual water meters. It should be noted that if the developer chooses this option, they should have gone through severance and part lot control for approval (for individually owned properties).

If the units are not street fronting and have multiple unit numbers addressed to one street address, the metering can be accomplished by taking one main lateral from the street with individual laterals being fed from the main lateral. If this alternative is chosen, the following conditions must be agreed to by the developer in writing:

A meter is installed in each unit with the developer paying capital costs of the water meter installation and the associated remote/automated meter reading costs if required.

Each individual lateral has its own shutoff valve outside of each unit and only feeds one unit.

It must be recognized that the piping on private property is the responsibility of the property owner/s. This responsibility includes up keep and general maintenance of the system to ensure proper and safe working conditions. If leakage occurs on customer owned property, the owner/s must affect repairs.

In the case of existing townhouses, condos or multiple building commercial properties that wish to convert to individual meters and where there is extensive piping on private property before the meter(s) a leak detection survey must be completed by a reputable company to the satisfaction of Kitchener Utilities.

Existing water service can be split after the service box, on private property. Each unit requires an individual service box, and meters may be within each unit. The owner is responsible to maintain the service boxes and service mains on private property, not the City of Kitchener. The City of Kitchener will only access the private service box if the water account is in arrears. Acceptable service boxes are outlined in the Material Specifications section of the Region of Waterloo and Area Municipalities Design Guidelines and Supplemental Specifications for Municipal Services.

Meter Chambers (Pits)

Kitchener Utilities does not permit the installation of water meters in chambers (pits). Chambers (pits) pose a safety concern and required confined space entry procedures to enter.

Meter Room

A Meter room holding all meters with access from either outside the building or in a common area. No tenants should have access to the meter room. The City of Kitchener will not go through a unit to access the meter room. The City must be supplied with keys for meter reading and service access and the remotes must be labelled and banked with the gas services.

If this condition cannot be met, a single meter will be provided to capture total consumption.

City Meter installed with Private Meter

The Owner may choose to install a private meter to complete internal billing, however the City of Kitchener will only bill based on the City owned meter (total water consumption). The owner is responsible for private billing, including maintenance/operation/replacement of the private meter and to respond to any meter disputes.

Meter Set Drawings

Meter set drawings showing installation requirements, including backflow prevention device locations (where required) are available on-line as part of the Development Manual and can be obtained by emailing WaterMeterShop@kitchener.ca.

Fig 1: Meter Manifold

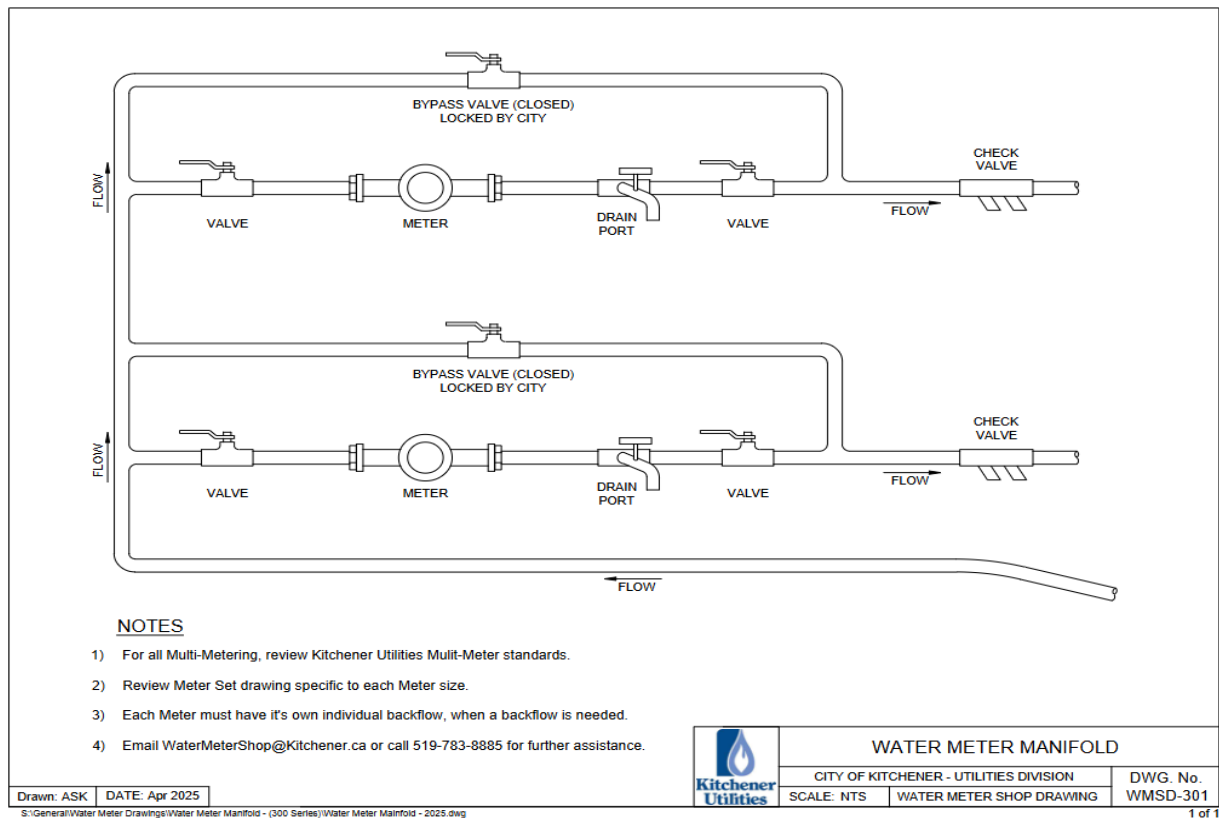
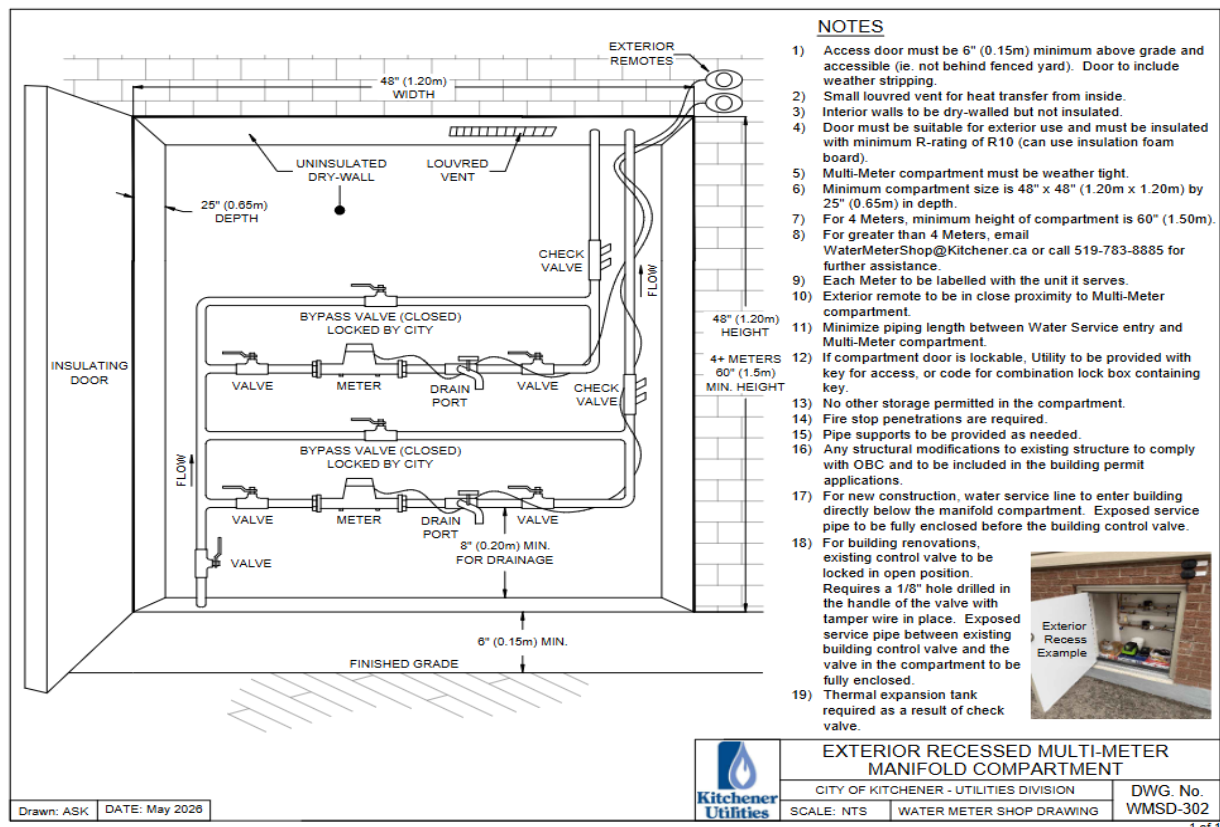


Fig 2: Exterior Recessed Multi-Meter Manifold Compartment



4 Associated Documents

Meter Set Drawings

[Residential Water Meter Request Application](#)

[Large Water Meter Information Form](#)

[Exterior Recessed Multi-Meter Manifold Compartment Drawing](#)

[Water Meter Manifold Drawing](#)

5 History of Changes

Revision	Date	Description	By
0	May 31, 2019	Initial	Angela Mick
1	June 8, 2023	Multiplex added. Section 3 introduction added.	Angela Mick
2	December 19, 2023	Reference to and included meter manifold drawing.	Angela Mick
3	February 9, 2024	New 1" standard for triplex	Angela Mick
4	June 19, 2026	Revised to include new requirements for 10 units or less and change to title	Parmi Takk