

Ticonderoga Water Meter Project – FAQ's

Q: What is the Ticonderoga Water Meter Project?

A: *In April 2019, the NYS Department of Environmental Conservation (NYSDEC) issued an updated Water Withdrawal Permit to the Town of Ticonderoga. One condition in this permit requires the Town to establish and implement a water metering program within five years of the permit issuance (2024). An extension of project completion has been granted through 2027. Accordingly, the Town is required to install water meters on every water service connection in the Town of Ticonderoga Consolidated Water District.*

Q: What is the New York State Water Withdrawal Permit?

A: *A regulatory program administered by the NYSDEC to manage and protect the state's water resources. It indicates how much water can be withdrawn from a water source on a daily basis. The Town of Ticonderoga is currently permitted to withdraw 1,584,000 gallons per day from the Street Road well field, and 1,000,000 gallons per day from Lake George.*

Q: What equipment is to be installed?

A: *A water meter, backflow prevention device, and thermal expansion tank will be installed at every service connection. Definitions are as follows:*

- 1. Water meter- A device that measures the amount of water used by a home, business or facility.*
- 2. Backflow prevention device- A device (typically a valve) installed on a water service line that prevents contaminated water from flowing backwards into the potable water distribution system. All residential service connections are required to have a backflow prevention device called a double check valve. All commercial service connections will require a reduced pressure zone backflow prevention device.*
- 3. Thermal expansion tank- An approximately 2-gallon (typical) tank installed on the water service line downstream of the backflow prevention device that absorbs excess water created when water is heated to prevent damage to internal plumbing systems.*

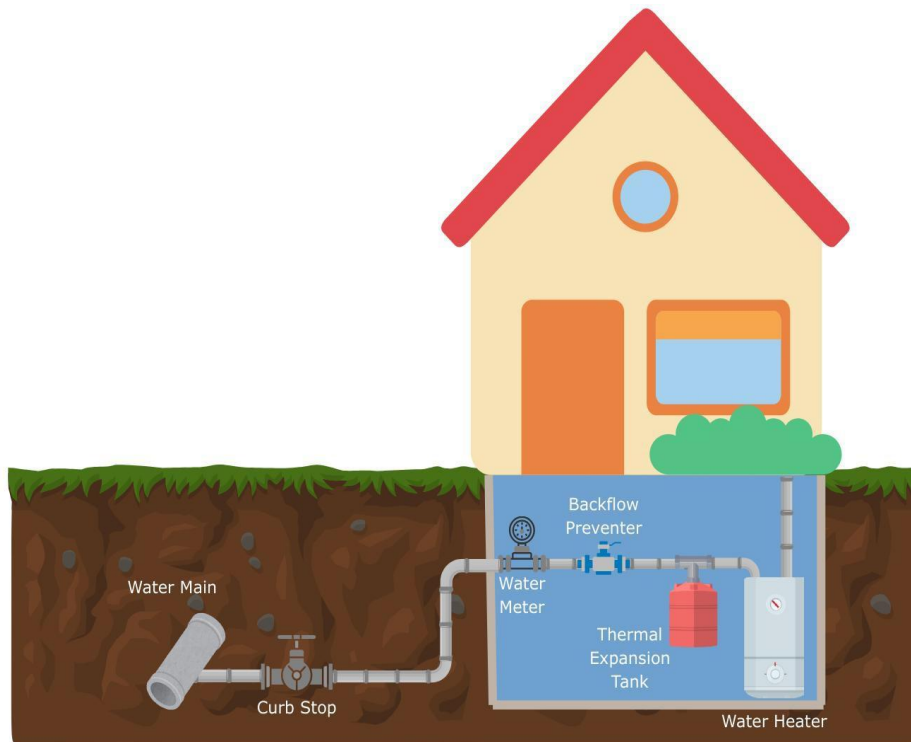
Q: Why is the Town required to implement a water meter program?

A: *The NYSDEC water withdrawal permit states that every water service in the water supply system shall be individually metered. The purpose of this rule is to conserve water. Meters ensure accurate billing based on actual water consumption, regulatory compliance,*

encourage water conservation and help identify leaks or system losses. According to the NYSDEC Water Conservation Manual, public water supplies typically see a minimum 20% demand reduction after installing meters. A reduction in water usage could result in lower operational costs for the Town and water district users.

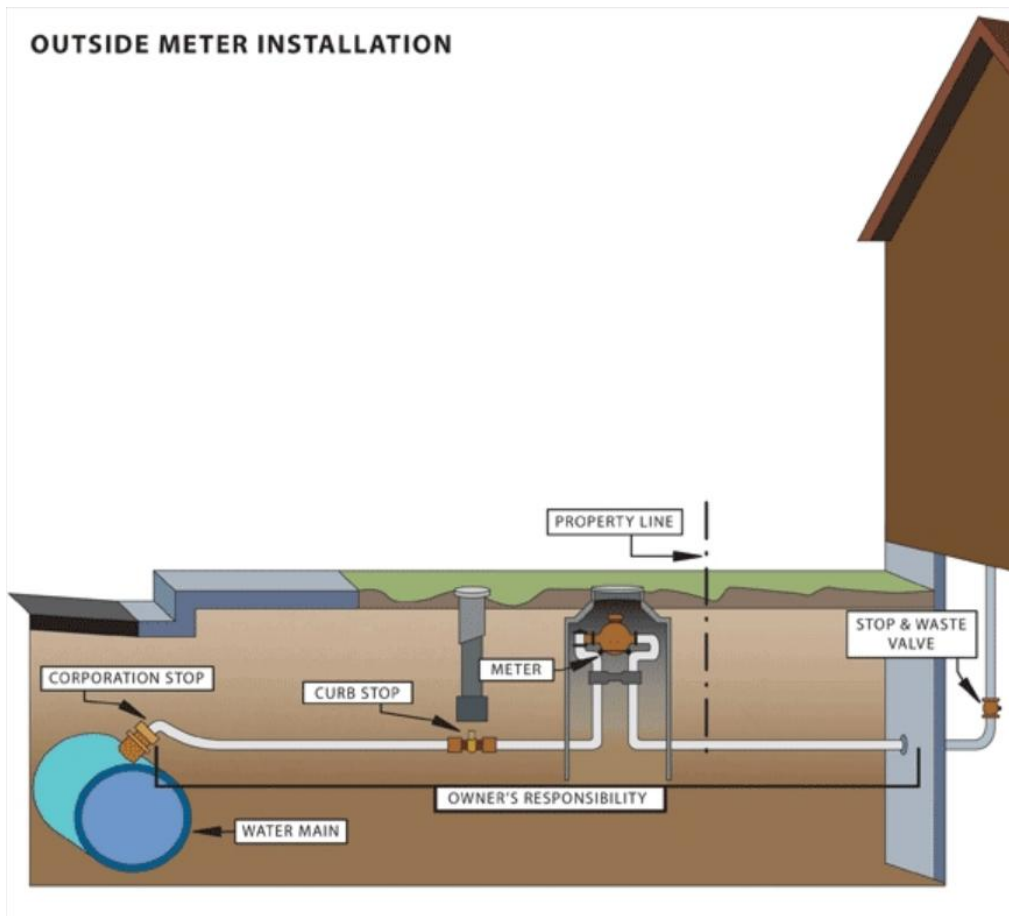
Q: What to expect from the Ticonderoga Water Meter Project?

A: *Access is needed to the existing water service entering each building for water meter, backflow prevention, and thermal expansion tank installation. The Town will conduct informational workshops to provide more details prior to meter installation. The following graphic illustrates a typical residential water service connection and interior water meter installation.*



Graphic generated by MJ Engineering, Architecture, Landscape Architecture and Land Surveying, P.C.

A graphic representing a typical residential water meter pit setup is shown below:



Graphic from Town of Basalt, Colorado website.

Q: What if I use a private well?

A: *If you utilize a private well and are not connected to the Town's water system, a meter is not required.*

Q: When will my water meter be installed?

A: *Water meter installation is planned for 2026-2027. Town representatives will contact you to schedule the installation*

Q: How much will the water meter installation cost?

A: *Installation of water meters, double check valves/small reduced pressure zone backflow preventers, and thermal expansion tanks will be provided at **no cost to property owners**, with all expenses included in the Town's plan of finance and grant funding. Large commercial users will be required to purchase a reduced pressure valve (2 inches or larger) if one is not already installed.*

Q: Where will the water meter be located?

A: *Most water meters will be located in a basement, crawl space or outdoor pit near the property line or curb.*

Q: Do I need to be present during installation?

A: *Yes, you will need to be present to provide interior access for the installation.*

Q: If I am renting a house or apartment unit, does this affect me?

A: *No, while the property owner will be contacted for the meter installation, the property owner (landlord) and tenant will need to coordinate to allow access for meter installation.*

Q: If my property needs a meter pit installed, will you fix my yard?

A: *Yes, areas disturbed through the installation process will be restored.*

Q: Can I opt out of having a water meter installed?

A: *No, any property within the Town's water district that utilizes Town water will be required to have a water meter installed.*

Q: What if I do not agree to install a meter?

A: *If you do not agree to install the meter during this project, the meter installation will be completed in the future at your expense. In addition, usage will be estimated based on the highest similar usage and the Town will establish a non-metered surcharge for users without meters, in addition to charges for debt, operations and maintenance that you currently pay.*

Q: Who will own and maintain the installed equipment?

A: *The water meter assembly will be owned and maintained by the Town. For additional installed equipment, such as the backflow prevention device and expansion tank, the Town will own the equipment for the initial useful life of such equipment, but all repair, maintenance and oversight will be transferred to the property owner. Future maintenance or replacement of this equipment will be the responsibility of the property owner.*

Q: Will my water pressure change?

A: *If your current pressure is under 80 pounds per inch (PSI) no changes to pressure will be made. If your water pressure is over 80 pounds per inch (PSI) a pressure reducer valve will be installed to decrease the pressure.*

Q: How long will the water meter last?

A: *The meters have a battery life of 20 years.*

Q: Will my quarterly water bill change?

A: *Yes, after all meters are installed, the Town will collect usage data for a year. During the trial period, users will not be charged. The Town will use the data to evaluate the water product cost and user rate. Water will be charged at a dollar amount per 1,000 gallons of water used.*

Q: Who is liable if my plumbing is damaged during installation?

A: *The winning (lowest bid) contractor for this project will have liability insurance. This means they will be liable for any damage caused to your property while installing the water meter.*

Q: What if I don't have a water heater?

A: *If you do not have a water heater, a thermal expansion tank is not required and will not be installed.*

Q: Will someone look at my basement before the water meter is installed?

A: *Yes, pre-installation site visits will be conducted by the contractor with a Town representative.*

Q: I have to leave water running during the winter to keep my pipes from freezing. How will that impact my meter reading and usage cost?

A: *The Town anticipates two different scenarios: one where the Town requests that water be kept running to protect the public pipes, and one where the property owner needs to run the water to protect their own pipes. For the public pipes, the Town will not charge for the water usage. For private pipes, the property owner will need to evaluate insulating or running heat trace pipe or similar improvements to reduce water usage.*

Last Revised 05/28/2026

Q: I have hard water. Will this impact the water meter operation and reading?

A: *No, the water meter can read the volume of water used regardless of water hardness/quality. The proposed water meters have no internal moving parts and are designed for use with hard water.*

Q: Can meters be installed in a vertical position if there isn't space in my basement?

A: *Yes, water meters can either be installed vertically or horizontally.*

Q: Does the meter have to go in the basement, or can I choose a pit installation?

A: *A meter pit option will only be used if the contractor determines that there is no feasible way to install a meter and associated accessories in a basement/crawlspace.*

Q: I live in a mobile home. Can my meter be installed within the home or will a meter pit be required?

A: *This determination will be made on a case by case basis. A meter pit option will only be used if the contractor determines that there is no feasible way to install a meter and associated accessories in a basement/crawlspace.*

Q: If a meter pit is needed will the pit be installed on my property or within the public right-of-way?

A: *This determination will be made on a case by case basis as well.*

Q: Once the water meter is installed, will the homeowner still own the water service line coming into the house?

A: *Yes.*

Q: How often will the meter require calibration?

A: *The meters do not require calibration.*

Q: If the meter fails and floods my basement who will be responsible for the cleanup and repair of water damage?

A: *This would depend on the reason for the failure. If the failure relates to property owner caused failures, including not reporting potential issues with the meter, that would be the property owner's responsibility. If the meter fails due to mechanical issues, then that would be the subject of a potential insurance claim with the district, depending on the facts.*