

Dubai Electricity & Water Authority
(Consumer Service Department – Ref: IMS / W-NOC / 01)
IMS (Intelligent Metering System)

I. Requirements related to the Installation of Domestic Water Meters:-

1. Domestic water meters shall not be installed outside or on roof of the buildings without proper protection from direct sunlight, high temperature, humidity, condensation, corrosion etc.
2. For ground installations such as villas, sheds etc., water meters shall be installed in meter cabinets on the outside wall of the premises.
3. In case the meter is to be installed in a chamber/manhole, meter shall be installed in horizontal position and the chamber shall be constructed as per DEWA approved specification (the guidelines given for 'installation of Bulk Water Meters' shall be strictly followed for this type of connections).
4. For buildings water meters shall be installed in meter rooms.
5. All-time maintenance of the meters shall be taken into account while installing new meters.
6. Pipes and fittings shall be high quality, heavy duty, non-toxic, non-corrosive material approved by DEWA.
7. Isolation valves shall be installed before and after the meter to stop water flow from both directions.
8. Both valves should be fully open while the meter is in service and no control of flow should be made by regulating the inlet valve.
9. A threaded joint/union shall be provided after the meter in buildings to make length adjustments for meter connection in accordance with the meter length.
10. Sufficient space (at least 20cm.) shall be provided between and around water meters to permit installation, reading, servicing and removal of the meters.
11. Meters shall be installed at a height of 120cm from the floor/ground level.
12. The pipes shall be adequately anchored to avoid displacement of the same while removing the meter.
13. Meter shall be protected from the risk of damage by shock or vibration induced by the surroundings.
14. Meter shall be protected from the risk of damage by extreme water/ambient temperature and humidity.

15. Water meter and its associated fittings/pipes shall not be part of electrical earthing.
16. No water pump shall be installed upstream or downstream the meter and sudden variation of flow/pressure shall be avoided.
17. Meter shall be easily accessible for reading - without the use of mirror, ladder etc.
18. Utmost care shall be taken to install the meter as per the manufacturer's 'Installation Instructions' supplied with the meter.
19. Meter shall be installed in accordance with the arrows shown on the body and register shall be arranged in the most convenient position for reading.
20. Meter should not be allowed to fall or receive impact damage as this may affect the operation and accuracy of the meter.
21. All connections shall be checked thoroughly for leak after installation of the meter.
22. The meter room shall be suitable for the Technician to stand straight and remove/refix the meter easily.
23. Meter room shall have adequate illumination to read the meter and to carryout maintenance of the meter easily.
24. Means such as A/c. No. & Flat No. plates shall be affixed immediately adjacent to the meter (not on the meter) for identification.
25. While connecting a new meter or changing a stop/defective meter the pipeline shall be thoroughly flushed to remove any dirt inside the meter and fittings.
26. There shall be drain in the meter room to remove the flushed water.
27. Meter room flooring shall be clear from obstacles, and shall be even, rigid and not slippery.
28. Water from the meter room should not flow to the passage or other floor areas.
29. The electrical fittings and all other items in the water meter room shall be waterproof.
30. The 'Water Meter Room' plate in Arabic and English language shall be affixed on the door and meters shall be accessible to DEWA staff at any time.