

How to read your water meter?

To help you understand how much water your home or business uses, you will want to know how to read your meter. This also will help you identify leaks and discover ways to conserve water.

Step 1: Find your meter box. Your meter box is typically located in the front of your property near the street. It may be made of concrete or plastic and could have a concrete, plastic or cast iron lid. Our operators also sometimes paint the lid blue to make it stand out better.



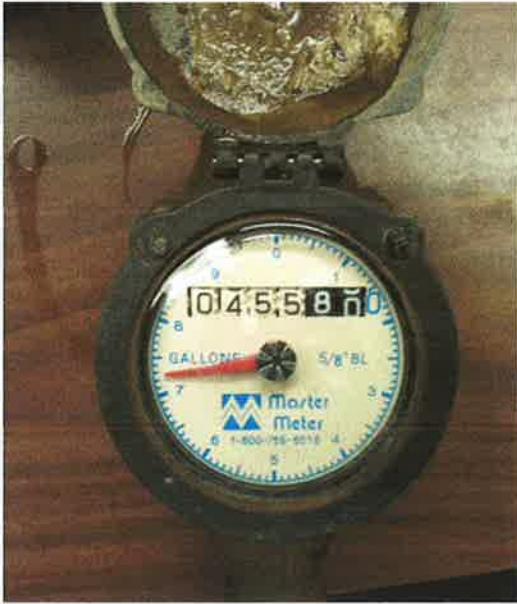
Step 2: Carefully remove the lid.

Step 3: Once you open the meter box lid, lift the protective cap on the meter. Your meter may not have this protective cap on it (please let our office know so that we can place your meter on a list to be assessed for damage concerns). You may also have to dig dirt out of the box or remove water to be able to see the meter. Due to the fact that water meters are installed below ground level to prevent freezing these are conditions that affect the readability of your meter.



Step 4: On the face of the meter there is a large dial and a display of numbers. Read the number display from left to right (including any stationary or painted on numbers). This is your meter reading. The meter below reads 0000450 and your bill would show 000400 since we do not bill for the 10's or 1's.





On the meter above the reading is 0455800.
Your bill would read 455800.



On this meter the reading is 0164740.
Your bill would read 164700.

meters measure water in gallons. Charges for the amount of water consumed are based on the number of gallons you use during a billing period. Compare that reading to what your bill states as your current reading.

To help understand the meter reading that appears on your bill: We bill based on the 100's digit up to the 100,000's digit. We don't bill for 1's or 10's of gallons used so we don't include the 2 numbers on the right hand side (including the stationary 0), these will be represented by 0's on your bill. In the examples above we would use 455800 for the meter on the left and 164700 for the meter on the right.

Keep in mind that you might be checking your meter on a different date from the one used for billing. This could result in a difference in the amount you find, compared with the amount on which your bill is based.

However, if your reading is considerably higher than what is on your bill, please refer to the instructions on checking for leaks or try to determine the source of large water use.