

Meter Reading

STEP 1 Locate your meter box, generally found towards the front of a property, near the street. Your meter is typically in a plastic round meter box with a black plastic lid marked "water meter". Remove the lid by using a tool such as a large screwdriver. Insert the tool into one of the holes and pry the lid off. This will expose your water meter.

STEP 2 Once you open the meter box lid, raise the protective cap on the meter. On the face of the meter, there is a large digital dial that will display numbers. For the Sonata AMI water meter displayed below, be sure to start at the decimal reading the meter from Right to Left. The numbers (going left) from the decimal will be the Ones, Tens, Hundreds, Thousands, Ten Thousands, Hundred Thousands, and then the Millions locations. This is what determines your billing. Take note of the EID Number below the display. This will help staff identify your meter.

STEP 3 To troubleshoot a leak, you must first make sure everything at your residence is turned off, with nothing using water. Then you will go to the water meter and look at the rectangle arrow on the left side to see if it is indicating flow. Then look at the location labelled GPM (gallons per minute); this should be reading "0" if everything is turned off. If this is showing flow, a leak is indicated.

STEP 4 Keep in mind that you might be checking your meter on a date different from the one used for billing. This could result in a difference in the reading you determine, compared to the reading on which your bill is based. However, if your reading is considerably higher than what is on your bill, check for a leak, or try to determine the source of large water usage. If your reading is significantly lower than the reading on your bill, please contact the main office at 940-723-8697.

