

READING YOUR METER

Water meters tell us how much water went into your house. Your water and sewer bill is based on how much water went into your house. Therefore, to be charged fairly, your meter must be read.

Types of Meters

Each home has a main meter. The main meter may be in the home or in a pit. Many homes have a remote meter in addition to the main meter. The remote is used to avoid having to enter people's home to read the meter.

When the remote meter is not working, the main meter is working. We call the main meter the "tell tale meter." That is because it always works and keeps recording properly even when your remote meter may be broken, stuck or the connecting wires are broken.

When a remote is first installed the numbers on the remote are synchronized with the numbers on the main meter. If the remote is damaged, stuck, or if the wire connecting to the main meter is cut, the City must read the main meter to determine how much water went into your home.

Our Goal: Read Each Meter Every Month

The City tries to read the meter the last week of each month. We try to base every month's bill on actual readings. However, sometimes we cannot help but estimate your water use. This happens when...

- ✓ The weather is so bad we can't reasonably get around that week
- ✓ Your pit meter is buried under snow
- ✓ Your pit meter is covered by a vehicle
- ✓ Your remote meter is not working (see above)
- ✓ City employees have had so many work emergencies not able to be read

Are the Meters Accurate?

Meters are designed and built to measure the flow of water that comes into your home. Each time you turn on a faucet, fill a tub, draw a glass of water or take a shower you ask for water from the City. No water flows into your home until you ask for water to come into your home. Unfortunately, a leaky faucet or a leaky toilet asks for water even though you don't know it is. All the water asked for goes through the meter. The meter measures this and records it. When no water is flowing through the meter, the meter doesn't record anything.

Many people wonder if the meter the meter speeds up over time. That is impossible. What really happens over time is that the fine particles of grit that naturally occur in water from our ground wells collect inside the meter and slow the meter down. Thus, if anything, the meter reads less water than is actually flowing through the meter.

If the Remote is Broke, How do You Know How Much Water I Used?

If the remote meter is stuck, broke or the wire is broken, we can still get an accurate reading from the main meter. All we have to do is read the main meter that is either in the house or in the pit. This meter is always working.