

How do I read my water meter?



You read your water meter from left to right, just like your car odometer. The meter reading on your bill are the numbers from left to right leaving off the last two digits.

Your water meter looks like the diagram below. One revolution of the sweep hand indicates 10 gallons have gone through the meter. However, The City records water usage in increments of 100 gallons, always rounding down to the nearest hundred.

Each month, a City meter reader enters the meter reading numbers on an electronic hand-held instrument. These units can withstand rain, hail, and humidity. The unit displays a lot of information, including route number, service address, and meter serial number. To determine the quantity of water used, the meter reader punches in the number displayed on your meter. At the end of her/his day of readings, the employee brings the meter reading device to the office to be automatically downloaded that evening for billing.

As City's billing system processes meter readings, it generates reports, flagging accounts that have higher than usual usage. In a quality control effort, we review these reports daily and may call to alert the customer about unusual usage. The customer may be aware of atypical usage, such as a pool was filled or guests visited. Other times, such as when the customer was unaware of high usage, the City may issue a work order to investigate possible leaks as quickly as possible.