

HOW TO READ YOUR METER

If you are visiting this page, more than likely Milcrofton Utility District staff members have directed you here for usage information; or you may have had a higher than expected usage on your monthly water bill. Please keep in mind, your meter may have noted continuous usage. Based on usage you may or MAY NOT have a leak. There are many reasons for higher water bills. For example, leaking toilet(s), toilet handles sticking, dripping faucet(s), additional usage by guest/family, or a myriad of other reasons. Below is information on how to read your meter, including steps you may take to determine if you possibly have a leak in your household plumbing *before* calling a plumber.

If you have received a water utility bill with higher than expected usage for the month, please understand that water meters are equipped with electronics that record consumption hourly. You may have received a phone call that your meter registered usage for 24 consecutive hours. This usage could be a measurement that equates to a very small drip or possibly a larger, more expensive leak. You have been notified of this continuous usage to provide you time to investigate your water usage and to possibly prevent a larger water bill. Consider these steps to identify a potential issue:

Step 1 – When no water is being used in your home, verify your meter is not registering water usage.

- Make sure you have turned off all faucets on the inside and outside of your house and turn off all water-consuming appliances such as washing machines, ice-makers, and dishwashers.
- Locate your water meter, which in most cases will be at one of your property corners or in the middle of the yard about five feet from the road right-of-way.



Verify the water meter valve is in the "on" position by making sure you have water at your faucets when turning them on, but make sure you turn the faucet off after verifying the water meter is on.

Your water meter has "selection button" that looks like a fingerprint on the face of the water meter.



Fingerprint Selection Button



1 of 3 Meter Screens: Total Gallons Metered

You can press the fingerprint until a gallons per minute (gpm) screen indicates how much water per minute is passing through the meter currently.



2 of 3 Meter Screens: Gallons Per Minute (Currently Flowing)



3 of 3 Meter Screens: Software Version

FLOW		The three segments will switch on alternately, to indicate water flow in the meter
REVERSE FLOW		An arrow appears if there is reverse flow
LEAK		Symbol is flashing if the water has not been stagnant in the meter during the past 24 hours. This may be a sign of a leaky faucet or toilet.

Look at the meter face for notification indicators, above are a few of the indicators we will discuss. These indicators will be illuminated below the Total Gallons Metered at the bottom of the screen. If the faucet indicator is illuminated, proceed to Step 2. If the circular indicator is not illuminated, indicating water is not moving when you view it, then possibly your issue was a short term scenario and was a result of something unknowingly left on or possibly a toilet(s) that has faulty internal parts that is letting water seep by periodically and goes unnoticed. If your water meter's circular indicator was not illuminated when you viewed the meter indicating water usage, you still may want to monitor your toilets to make sure they are not allowing water usage when they are not being used.

Step 2 – If your meter's water usage indicator (water faucet) is illuminated and you are sure you are not using water inside the residence, then begin tracing possible leaks from the meter to your faucets and toilets.

- If possible, find a water shut off valve at your residence that will separate the water supply from the water meter to the house. The normal location areas of shut off valves will be around your hot water heater, or where the water service line coming from the water meter enters the foundation of your home in the basement or crawl space.
- If you can shut off this valve and the (faucet) water usage indicator is still illuminated, then your water loss is probably between the water meter and the valve you shut off. At this point, look for signs of a water leak in your yard. Common areas that water leaks go undetected longer than normal are under concrete driveways, at the foundation of the house where the water is carried away underground by drains, or about two feet in front of the water meter box on the residence side.
- If you notice an area of spongy, wet soil around the water meter box when other areas in your yard are dry, then please call Milcrofton Utility District at 615-794-5947.

- If you hear a water leaking noise or see water spraying, flowing, or moving in the water meter box during your review then please call Milcrofton Utility District at 615-794-5947.
- The higher the GPM screen indicates your gallons per minute the higher the water usage on your next monthly bill will be.

Step 3 – If the valve at your house that you turned off to separate the house from the water line in your yard still shows water usage then perform the following:

- Turn the valve on again that you turned off in Step 2 (this is the valve at your house that you turned off to separate the house from the water line in your yard).
- Visit the water meter again and verify the meter still shows water usage on the indicator. If this faucet indicator is illuminated you may want to look under the crawl space (if you have a crawl space) for any leaking pipes that could go unnoticed.
- Water usage from faucets and normal household appliances such as washing machines should be easily identifiable by noise or other signs of water leakage.
- Toilets are a main reason for unknown water usage inside a residence. You may try food coloring in the holding tank of the toilet to see if it seeps into the toilet bowl overtime.
- A quick test that could be performed as well to prove a toilet is working improperly is to turn off all the shutoff valves that supply water to each toilet (these normally are the chrome valves directly under your toilets) in your home, and again visit the water meter. Is the faucet indicator still illuminated? If the answer is no, then one of the toilets is likely the problem. If the answer is yes, and the meter gallons registered is still increasing, you may feel more comfortable calling a licensed plumber.

Please remember these items:

- A call from our Customer Service Representatives does not necessarily mean you actually have a water leak. The call indicates the meter showed 24 hours of consecutive hourly usage no matter if it was very small amount of water usage or a large amount of water usage.
- **Never do any work inside a water meter box other than turning the water valve on or off.** District employees perform all leak repairs inside the box other than where your service line connects to the water meter setter. Homeowners and plumbers that remove the water meter from the meter box are subject to fines. Please call the office at 615-794-5947 ext. 4 if you have any questions.

I have determined that I have a leak, and my bill is a higher amount than usual. What should I do?

If you have confirmed a leak, and your bill is higher than usual, the most important thing you can do is stop/repair the leak.

- If the due date for your water bill is coming soon, please pay the bill, even if repairs have not been completed. This will prevent your water service from being disconnected after the final due date and a \$50 disconnection fee being assessed to your account.

- If the bill is too high for you to pay in full, please stop by our office to set up a payment arrangement. This will provide you more time to pay beyond the scheduled disconnect date. A partial payment is required to set up a payment arrangement, and this can only be done in person, at our office.

Once your repairs are complete, an adjustment to your bill may be possible.

If you are a sewer customer, please contact your sewer provider for their policy of a possible sewer adjustment. These adjustments are determined by the appropriate sewer authority.

Please note: If you have confirmed a leak but not yet received a bill that reflects the leak, you may choose to wait until after receiving your next bill to inquire about an adjustment.

Each household shall be allowed no more than one billing adjustment during any 365 day period for leaks on a customer's domestic plumbing (excluding irrigation system, a pool, pool supply lines or equipment, hosepipes, and drip irrigation hoses). An object connected to a hose bib or frost proof hydrant left turned on is not a part of domestic plumbing and is not eligible for a leak adjustment.