

How To Read Your Meter

STEP 1



Locate a flashlight or a bright light. The light on your cell phone will also work.

STEP 2



Locate your water meter.

STEP 3




Flip the black lid open.

STEP 4



Shine the light on the meter and the reading will appear on the bottom of the two screens. It will flash quickly so you may need to complete this step a couple of times

Note: If there is a picture of a faucet  on the top left corner of the reading this will indicate there is a leak. If the faucet is flashing it is an intermittent leak. If the faucet is solid and not flashing, it is a continuous leak. **See reverse on leak explanations and ways of checking for a leak.**

Reasons your recent water bill may have been higher than normal:

- The July billing was an estimate for everyone, sometimes the estimate can be quite a bit lower than what was actually consumed and therefore the difference is accounted for on the recent billing.
- October water bills are generally the highest billing out of the four quarterly water bills. This is because they include the overage from the summer months when water is used outside.
- Due to available dates for the new system training, water meters were read approximately two weeks later than normal and thus extended over a longer period of time than they normally are.
- Some properties have not had a water meter reading for a number of previous periods, which caused a large catch-up of their consumption.

HOW DOES THE METER DETECT A LEAK?

The water meter system breaks a 24 hour period down into 15 minute intervals. Throughout a 24 hours period, there are 96 of the 15 minute intervals. A **continuous leak** is when there is water running through the meter in each of the 96 intervals. A **intermittent leak** is when there is water running through the meter for 50 to 95 of the 96 intervals.

WHY DID MY WATER BILL HAVE TWO WATER CHARGES ON IT?

You will note that on the right hand side of your bill there are two water charges listed. One is for the old meter and one is for the new meter. You will also note that under consumption, this is only the consumption of the new meter. The system would not allow us to print both the old and new consumption on the bill. On the January water bill, the bills will be back to normal with the total consumption and only one water charge.

HOW TO DETECT A WATER LEAK?

There are a few things we would suggest checking to try to detect a water leak. ***Please remember there are leaks you cannot hear and whatever is leaking is after the meter.*** A visual inspection of all taps can be completed to see if there is one dripping. Dye can be placed in the tank of a toilet and left to see if it leaks into the bowl, this will detect if the flapper is not working properly. The fill valve inside the tank of the toilet should also be checked to ensure it is not constantly running. It is important to also check your water softener and reverse osmosis system to ensure there are no leaks.

We recently had a resident share their experience in detecting a leak, which we would like to share with you. This resident felt confident they did not have a leak but were also confident in the new meter system and thus investigated further in their home. Through process of elimination they were able to locate the leak in a toilet. How did they narrow it down to the toilet? They shut their water softener off, read and recorded the meter reading. They refrained from using any water for a period of time. They then read the meter to see if it had changed. It had, which ruled out the water softener. They followed the same procedure to check each toilet in their home. If the meter reading increased, it was not that toilet. They then found which toilet it was and found it to be the fill valve in the tank of the toilet, which was constantly dripping. The homeowner calculated the usage of that leak and found that over a three month period, that leak would have utilized 9,072 gallons of water (.07 gallons per minute x 60 minutes x 24 hours x 90 days). **They could not hear this leak.**

If you detect where your leak was and are willing to share it with the Town Office, we would greatly appreciate that. The more examples and tips we hear will be shared with other residents trying to find a leak.

WHY WASN'T THIS INFORMATION INCLUDED IN MY WATER BILL?

Our staff is still learning this new system as training just occurred the first week in November. We have had a few clarifications on the types of water leaks and more tips on detecting leaks that we would like to share with you.

We are very excited to have the new water meter system and its ability to detect leaks and provide detailed consumption reports. Council and staff do not like to see residents have high water bills however we must bill for all water that is consumed as it has to be treated. For this reason we feel the water leak detection is a very useful feature of this new system.