

How To Read Your Meter

Finding the Meter

Water meters are typically located near the curb in front of your home. Most meters are protected by a concrete or plastic housing with a lid.

Accessing the Meter

Often, you can remove the lid of the meter housing with a large screwdriver, but, if not, you may need a water meter key: a T-shaped tool with a slotted socket at the end, available from hardware and home-improvement stores.

Reading the Meter

A straight-reading meter, the most common kind, shows water usage in the same way your car's odometer records mileage. The City of Glenpool, like many water utilities, bills only for thousands of gallons used, so only the first four digits on the meter, as read from the left, are used for billing purposes. The reading for the pictured meter would be "0283," indicating that two hundred eighty three thousand gallons of water have passed through the meter. Month to month, the meter readers are looking at those first four numbers. If the pictured meter showed "028589" on the next read, the actual billing will be for 2,000 gallons; the balance of the numbers to the right of the thousands are simply dropped. That is why billings are always in "round" numbers for thousands of gallons used.

To check your water meter for daily consumption, record the six digits, as read from the left, from the meter and then repeat the process the next day at about the same time. The difference represents the number of gallons consumed to the precision of tens of gallons used.

How to Check for a Leak

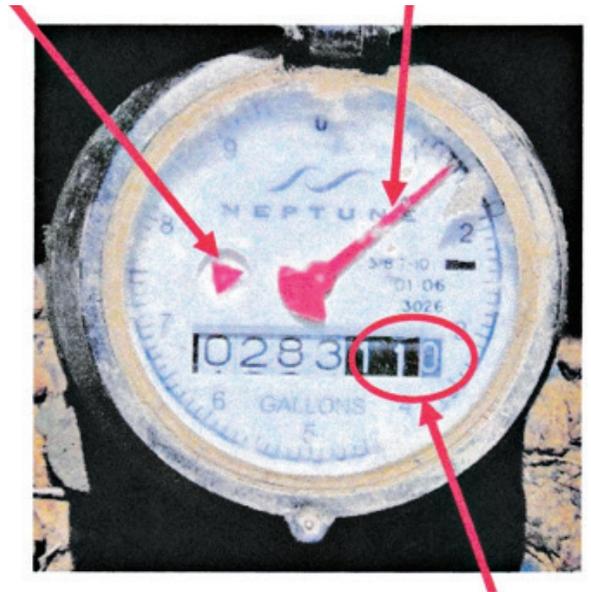
This meter displays a red triangle as the leak detector. The design of the indicator will vary between meter manufacturers but most meters have a similar indicator. If you believe you may have a leak, follow these steps to confirm: 1) Ensure all faucets are off inside and outside the house; 2) Look at the leak detector indicator. If the leak indicator is turning even though all water is "off" in the house, then water is going through the meter and there is a leak somewhere. Toilets are typically one of the biggest culprits of "silent leaks."

Use Water Wisely - Conservations Tips

1. Check faucets and pipes for leaks
Even a small drip from a worn faucet washer can waste 20 gallons of water per day.
2. Don't use the toilet as an ashtray or wastebasket
Flushing a cigarette butt, facial tissue or other small bit of trash, uses five to seven gallons of water each time.
3. Check your toilets for leaks
Put a little food coloring in your toilet tank. If, without flushing, the color begins to appear in the bowl within 30 minutes, you have a leak that should be repaired.

Leak Detector

Flow Indicator



Placeholder #'s
"Not Read"

Frequently Asked Questions

1. When is my water meter read?

Meters are read between the 1st and 13th of each month. This includes re-reads so that the city can calculate and mail bills by the 15th of the month.

2. What is a re-read?

A re-read is both a verification and an accuracy check. The re-read may be triggered by different means. The electronic hand-held devices meter readers use will ‘beep’ if the meter reading entered differs by more than 2,000 gallons from the average read for that meter. This alerts the meter reader to check the meter again and re-enter a reading. A re-read may also be generated by the system automatically based on variances from normal usage. This list of re-reads is sent to the public works office and a different meter reader, not the original reader, is sent to re-read the meter and verify the meter reading.

3. Who reads my water meter?

The City of Glenpool has two meter readers that are under the direction of the Public Works Director.

4. Can the meter reader see how much water I use?

NO, the handheld electronic devices the meter readers use do not display the previous month’s meter reading, and they do not calculate the amount of water used between last month and the current month. These calculations are done by the computer billing system in the billing department.

5. Sometimes I see trucks just driving up and down my street, are they reading meters?

Meter reading occurs between the 1st and 13th of each month. There are some meters that are installed as part of a pilot program to evaluate the performance characteristics and cost effectiveness of ‘radio read meters.’ These meters have a small transmitter on the meter register that sends a signal to a flat antenna on the meter lid. These meters are actually read by driving by the meter and the reading is then collected in the hand held device with no input from the meter reader. Public works employees may also be installing new meters or checking other parts of the City’s water infrastructure system.

6. How can I be sure my meter is being read every month?

The City of Glenpool uses these controls to ensure meters are read accurately:

- Meter readers do not read the same route two months in a row.
- The water supervisor randomly checks 5% of the previous day’s reads for accuracy

7. Do the meter readers read every day no matter what weather?

Excessive rain resulting in meter boxes full of water will slow down the process, but meters can still be read with water in the meter box using a tool called a sight glass. Reading meters in snow and ice can present a safety hazard, under these conditions the Public Works Director may suspend meter reading for a period of time.

8. Why is my water bill always a round number? Can it malfunction to charge me for more water than I used?

Glenpool, like many water utilities, bills only to the “thousands of gallons used” – reads are always rounded down and the number is always in thousands of gallons. Meters are designed to err in favor of the customer if they err at all. They are mechanical, so like any piece of equipment, they will “slow down” before the end of their useful life. In that case, you may be charged for less water than you actually use. Since they are flow-controlled, however, they do not “read faster” than the flow going through the meter.