

## How to Read your Meter

A water meter measures the amount of water entering your plumbing system. Most meters are located in boxes in the ground located near the curb. Open the box carefully, and inside you will find the water meter. The meter dial can be found under the small, hinged cover. If the glass is dirty, wipe it clean to make it easier to read. Water meters used by the **East Point** measures water usage in gallons. (Other water providers may measure in units of cubic feet.)

### **Where Your Water System Begins**

**East Point** provides service and maintenance up to, and including, the meter. Once water exits the meter, it enters the customer's privately owned system and area of responsibility. If **East Point** staff observes potential leaks or other problems with a customer's plumbing, we will notify the customer. However, the customer is responsible for assessing and making any necessary repairs or calling a qualified plumber to do so on their behalf.

### **Reading Your Water Meter**



Your water meter is much like your car's odometer, showing the cumulative total of water that has run through your meter. The sweep hand, which moves like a clock hand, measure each gallon of water up to 10 gallons. Notice the first number on the right of the total is a stationary zero. There's no need for it to move because the sweep hand does its work. Except for the stationary zero, the reset of the number is read like an odometer. The movable dials to the left of the stationary zero read in 10s, 100s, 1,000s of gallons, and so on.

A triangular dial near the center of the meter face is used for leak detection and will spin even if there is an extremely low flow through the meter.

### **Monthly Bills**

The **East Point** bills its customers each month based on the water usage registered on each account's meter. Customers often ask how to read their water meter. We hope the "How to Read your Meter" flyer below explains this process. Plus, it also gives you money-saving leak detection tips.

### **Why Is My Bill So Much Higher Than Last Month?**

If your average daily usage has recently spiked, consider the following possibilities:

- Has there been a recent change in the number of people in the household, have friends or family been visiting?
- If you were on vacation was a caretaker watering or watching the property?
- Have you installed a new lawn or landscaping?
- Have you refilled a swimming pool?
- Are automatic devices such as irrigation controllers and water softening systems working properly?
- Has there been a seasonal change in your water use habits, such as increased landscape watering, due to a change in the weather?
- Are you taking into account the length of the billing cycle? Billing cycles may vary from 29 to 34 days.
- Are you aware of any indoor or outdoor leaks?
- Do you have to jiggle the toilet handle?
- Do you have any bathrooms that are closed off or not used?

### **Reading Your Electric Meter**



### **How the meter works**

The electric meter is a highly accurate instrument. Through the glass enclosure you can see the edge or a portion of a metal disc, which rotates at a speed in proportion to the amount of electricity you're using at any specific time. When you use more electricity, the disc moves more quickly. When you use less electricity, the disc moves more slowly.

Each revolution of the disc measures a precise amount of electric energy, and this measurement is transferred from the disc through a series of gears to the pointers on the dials of the meter. This works similarly to the way your car odometer records mileage. **East Point** then reads the dials, and you too can learn how to do the same.

## How to read the meter

Most meters have five dials. And, as shown below, generally three of the dials turn clockwise (to the right) and two turn counterclockwise (to the left).



- The dials are read from right to left.
- If the pointer appears to be between numbers, record the smaller number.
- If the pointer appears to be exactly on a number, look at the dial to the right. If the pointer has not yet passed 0, record the smaller number.
- The reading showing on our sample meter is 6 4 2 6 7.

## When We read your meter

**East Point** reads your meter about the same date each month, but an extra weekend or holiday may cause the date to vary. Your account is billed on the date of the reading. The date of the reading is determined by the location of your home in our service area.

The meter is not reset after each reading. Rather, the meter reader records the reading on the meter, and then the previous month's reading is subtracted from the current month's reading. This difference is the amount of electricity used, and it is reported in kilowatt-hours or kwh. A kwh is equal to one 100-watt light bulb in use for 10 hours. You are charged for each kwh used.

On occasion, because of inclement weather or some unavoidable emergency, it may be necessary to estimate a meter reading. In this case, the words "Estimated Bill" will appear on your bill. Any error, over or under, will be corrected by the next reading of the meter.