



**UP THE CREEK**  
May 1, 2014

**A compilation of oft-repeated water meter related facts that bear repeating.**

- We do not read meters over the winter. And we do not attempt to back-bill you for overuse that may have occurred during the winter months. Although your accumulated usage may appear on your March bill, it is there for information, and may tip you off that you have been losing water.
- From March through October, your meter is read monthly. The period between readings is approximately a month, although it is not from the first day to the last day of the month. We need to be finished reading meters by the 26<sup>th</sup> of each month when possible.
- An elapsed time of more than one month between meter readings does not unfairly increase your water bill. Our billing software protects you against this. All readings are normalized to 30.5 days, which is our definition of a month. Hey, we had to pick some number, that one seemed as good as any.
- Old worn out water meters (and we have plenty of them) do not skew your water bill to the Company's advantage, but they may skew it to your advantage. A water meter is quite accurate when it leaves the factory. After that, not so much. And the more water it measures, the more sloppy it gets.
- Water meters don't have a mysterious mechanism by which they measure water that did not actually pass through them. This phenomenon has never been demonstrated in tests, yet the idea is firmly entrenched in the minds of most of our customers. We don't blame you, as we harbor the same suspicion about gasoline pumps, electric meters, propane trucks, grocery scales and the like, which are forever charging us for stuff we didn't receive. But still, we insist that our water meters are without sin.
- We can't say the same for our meter readers.
- It is okay – in fact encouraged – that you read your own meter. You should at least learn where it is located and where its shutoff valve is. All meter pits have a shutoff, and there may come a time when it is very important for you to use it. Almost all houses have a separate shutoff too, but if the crawl space or basement has filled up with water, that valve in the meter pit may come in handy.
- Meter registers look something like these:



*This one reads 10 total gallons*



*This one reads 89,057.6 total gallons*



*This one says get somebody else to read it*