

Meter Exchange FAQs

Why do the water meters need to be replaced? It appears my bill is higher as a result.

There are several reasons water meters need to be replaced. Every meter has a useful life-span. As meters age, the mechanical parts wear, slowing the meter so they no longer accurately register the amount of water; meaning they under-register. Meters are a mechanical device but the City's meters are equipped with electronics in the register that convert the mechanical read to an electronic read. This is powered by a battery. Some of the City's older meter's batteries fail and that meter must be replaced. At this point, the manual read is compared to the electronic read and the actual usage is reconciled. The electronic reader eliminates the need for staff to individually read each meter on a monthly basis. There is a transmitter in the meter register that sends a signal to a computer in the meter reader's vehicle as they drive by your home enabling them to read the meter without stopping. With that said, we do perform a manual reading every 12 months to ensure consistency between the physical meter counter and the electronic reader. All things being equal, the new meter reads more accurately and you may notice a slightly higher bill as a result.

Utility Customer Service stated that there is a possibility where I could have been undercharged for water consumption with the old meter. Is this true?

Yes. As meters age, they slightly under-register, sometimes up to 5%, when they near the end of their useful life-span.

How do I know the new meters are accurate?

Each meter is tested prior to leaving the factory to ensure that it is fully accurate (above 98.5% accuracy). A full report on all the meters is provided to the City upon delivery, which shows the results of the tests.

I was told that if I want my own test I would have to pay a deposit.

This is partially true. Since the meter supplier provides the results of the factory-testing for each meter, we do not believe that the meters need to be tested without proper cause. In cases where we don't believe there is adequate cause for re-testing, we require the requestor to pay a deposit if they choose to have the meter tested by a State-Certified meter testing facility. Should the results conclude that the meter was erroneously providing excessive usage, the City refunds the deposit along with the excess charged (retroactively to the day the meter was installed).