

Water Meter Facts

If your water meter looks similar to these...



Here's how to read your meter.

On the face of the meter, numbers are arranged much like the odometer in an automobile. The numbers are read from left to right.

The meter measures water usage in cubic feet.

One cubic foot equals 7.48 gallons of water. For every 748 gallons (100 cubic feet) of water you use, the meter will advance one digit as indicated above.

The rotating red arrow measures each cubic foot of water as it passes through the meter. A complete turn on this dial indicates that one cubic foot of water has passed through the meter.

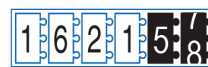
The two right digits (black background in this example) indicate water usage under 100 cubic feet. For example, since these two digits are 58, then you used 58 cubic feet, or about 434 gallons of water.

On the face of the meter there is a small triangle. The triangle will rotate anytime water is flowing. This indicator is very sensitive and is useful in determining whether or not a leak may exist.

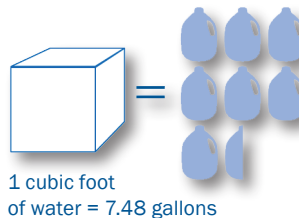
If your water is not running and the triangle is still rotating, you probably have a leak.

The meter records the amount of water used since its installation. To determine how much water was used during a billing cycle, the previous reading is subtracted from the current reading.

This digit records usage in 10-cubic-foot increments.



This digit records usage in 100-cubic-foot increments.



Example: 0.95 cubic foot



Frozen Meters

When temperatures drop below zero, it is important to run a pencil stream of water to not only prevent frozen pipes in your home but to prevent your meter from freezing. If a meter needs to be replaced, it can cost over \$100.

Ensuring Meter Accuracy

Most of our water meters are manufactured by Neptune Technology Group, with our newer meters being manufactured by Mueller Systems (Hersey). Each meter is tested before it leaves the factory to ensure it is in compliance with stringent American Water Works Association industry metering standards. The standards are 98.5%–101.5% accuracy at intermediate and maximum flow rates, and 95%–101% at minimum flow rates. Meters are read with a simple device that attaches to the meter and transmits a radio frequency allowing a remote read, or by visually inspecting the face of the meter.

As meters age, they may slow down and under-record the amount of water delivered. Most meters are replaced every 15–20 years, depending on when they were installed.

For more information, visit our website www.illinoisamwater.com, or call our Customer Service Center.

Our customer service representatives are available 24 hours a day, 7 days a week for emergencies, and Monday through Friday from 7 a.m. to 7 p.m. for other services at (800) 422-2782.

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If the display does not activate when the cover is opened, simply shine a light at the flashlight icon to activate the meter.

If water is flowing, the screen will flash between the current reading and the rate of flow (in cubic feet per minute).

One cubic foot equals 7.48 gallons of water. For every 748 gallons (100 cubic feet) of water you use, the meter will advance one digit as indicated above.

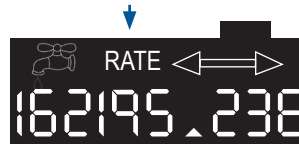
On the face of the meter there is a small flow indicator icon. This icon will flash when water is slowly moving through the meter, and will stay on when water is normally being used. This indicator is very sensitive and is useful in determining whether or not a plumbing leak exists.

If your water is not running and the icon is still visible, you probably have a leak.

In addition to the flow indicator icon, there is one for leak indication. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.

Safety tips: Use caution when lifting heavy meter box lids, ensure lids are put back properly and be aware of insects and spiders. Customers may contact Illinois American Water's customer service line at (800) 422-2782 for assistance accessing and checking meters or to report a broken meter lid.

This digit records usage in 10-cubic-foot increments.

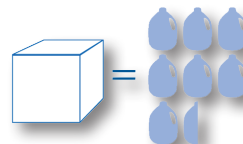


This digit records usage in 100-cubic-foot increments.

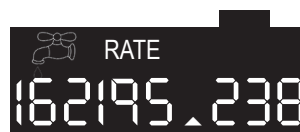
Digits to the right of the triangle indicate usage less than 1 cubic foot.



To access the face of the meter, open the cover to the right at the tab indicated above.



1 cubic foot
of water = 7.48 gallons



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