

How to Read Your Meter

Cubic Feet

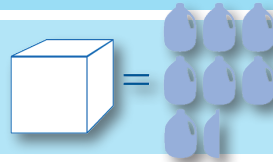
If your water meter looks similar to these...



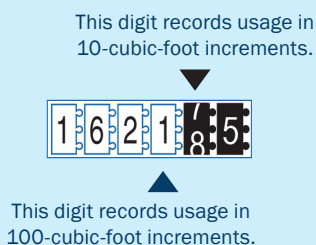
Here's how to read your meter.

On the face of the meter, numbers are arranged much like the odometer in an automobile. The numbers are read from left to right and your meter size (ranging from 5/8" to 8") is indicated on the face of the meter.

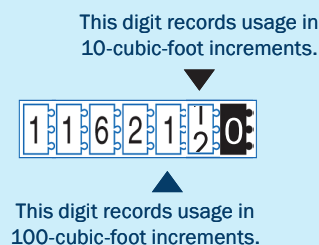
These meters measure water in 10 cubic feet. One cubic foot equals 7.48 gallons of water.



If you have a 5/8" – 1" meter, for every 74.8 gallons (10 cubic feet) of water you use, the meter will advance one digit as indicated below.



If you have a 1 1/2" or 2" meter, for every 74.8 gallons (10 cubic feet) of water you use, the meter will advance one digit as indicated below.



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.



Example: 0.95 cubic foot

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.

Troubleshooting Leaks: 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 exists. **If your water is not running and the triangle is still rotating, you probably have a leak.**



If you have a leak, shut off the house valve. This isolates water to the service line, which will help you determine whether the leak is indoors or outdoors. If the meter continues to move, you most likely have a leak between the meter and the house valve. If the meter stabilizes, the leak is indoors.

About Meter Accuracy

Most of our water meters are manufactured by Neptune Technology Group, with our newer meters reading in gallons instead of cubic feet. Each meter is tested before it leaves the factory to ensure it is in compliance with stringent American Water Works

Association industry metering standards. 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.

For more information, visit www.californiaamwater.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 (888) 237-1333.

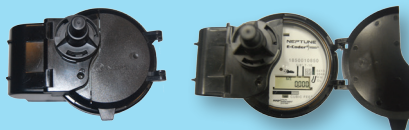
How to Read Your Meter Gallons

If your water meter looks similar to this...



Here's how to read your meter.

To access the face of the meter, use the tab to open the cover as indicated in the image to the right. Your meter size is indicated on the face of the meter.

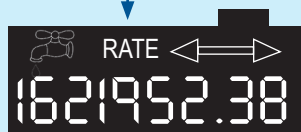


If the display does not activate when the cover is opened, simply shine a light at the flashlight icon to activate the meter.



We read the digits from left to right, including all zeros. Meters measure water usage by 100 gallons.

This digit records usage in 100 gallon increments.



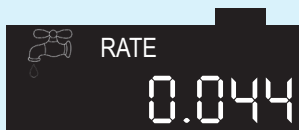
↑ Digits to the right of the decimal indicate usage less than 1 gallon

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

Your Current Reading



Flow Rate



Troubleshooting Leaks: You can determine if you have a leak by examining your flow indicator. **If all the water on the property is turned off and the flow rate does not indicate 0.00, you probably have a leak.** You will know if you have a big leak or a small leak based on how high the flow rate is.

If you have a leak, shut off the house valve. This isolates water to the service line, which will help you determine whether the leak is indoors or outdoors. If the meter continues to move, you most likely have a leak between the meter and the house valve. If the meter stabilizes, the leak is indoors.

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 California American Water's customer service line at (888) 237-1333 for assistance accessing and checking meters or to report a broken meter lid.

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