

## READING YOUR WATER METER

### How To Read Your Water Meter and Detect Leaks



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Your water meter (usually located in the ground at the front curb) measures the amount of water used in your household.

It's a good idea to learn how to read it should you want to verify the monthly reading on your water bill.

Your water meter also can be used as a “leak detective.”

*This meter reads: 148 CCFs*

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## HOW TO READ YOUR METER

Most water meters use straight-reading dials (like the one pictured above), which are read the same way you read your car's odometer. The meters measure water use in cubic feet (one cubic foot equals 7.48 gallons.)

As Norfolk Utilities calculates water bills based on hundreds of cubic feet (CCF) or per 748 gallons, the last two digits on the meter dial are dropped when the meter is read. For more help in reading your meter, please call 664-6700.

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## HOW TO VERIFY YOUR MONTHLY READING

City of Norfolk Utilities contract employees read your meter every 28 to 32 days. The billing period, located at the top of the bill summary, represents the read dates for your account. The present and previous readings are noted under the readings heading in the bill summary. Water usages are recorded in gallons and CCF as “Consumption”.

To verify your monthly reading next month, read your meter on the same day it was read the previous month. Subtract your previous reading from this new reading to obtain your monthly water use. Remember to multiply the sum by 748 to convert to gallons.

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## USING YOUR WATER METER TO DETECT LEAKS

Your water meter can help you determine whether your water-using fixtures have inconspicuous leaks. It's the best place to begin your search.

1. Turn off all faucets and water-consuming appliances, including evaporative coolers and icemakers in refrigerators.
2. Check the reading (including the last two digits) on the dial and note the time.
3. Check the reading again after 1 or 2 hours. If the reading has changed, you may have a leak.

Some meters have a triangle dial on the face, which turns with low flow through the meter and makes it easier to detect when water is moving through the meter.

How do you decide whether there is a leak somewhere inside the house, or between the water meter and the house? Turn off your house valve and if the triangle needle on the water meter's dial continues to move, you may have a leak between your house and the water meter. If the triangle needle has not moved, you may have a leak within your house. Consider contacting a plumber to check the problem.

Even if your meter did not show any signs of leaks in your home, it's still a good idea to periodically check for leaks. Start with your toilets and faucets.

**The Customer Service Office can help you locate and read your meter.  
Call 664-6700 for more information.**