

How to read your water meter

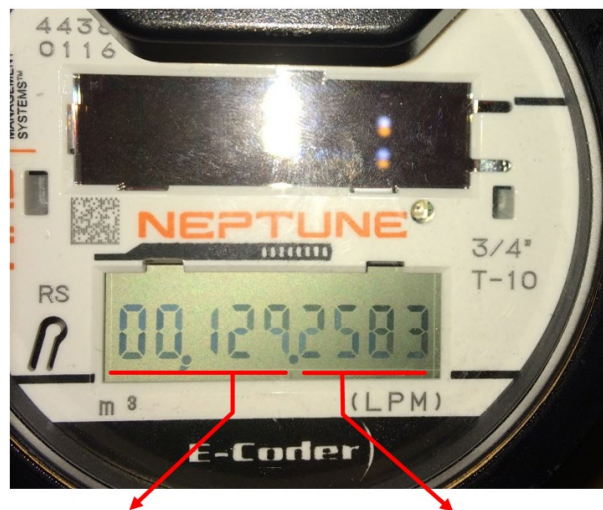
The digital meters installed in the majority of the homes and businesses in Port Colborne are able to provide much more information to property owners than the old, analog water meters. For detailed instructions on how to activate and read the display on the water meters, please visit www.portcolborne.ca

Here is a summary of how to read your water meter and what it is telling you!

1. Open the black door (most models) that covers the meter face, and shine a bright light on the solar panel to wake up the meter display. Be patient, as it may take a few minutes for the solar panel to receive enough light to activate the display. A bright LED light, like a cell phone light, works particularly well.
2. The display switches between the meter read (which is 9 digits) and the flow rate (generally 4 or less digits).

Meter Read

The meter read has 4 decimal places, which represent fractions of a cubic metre ($1\text{m}^3 = 1,000$ litres = 264 USG). For instance a meter read of 00,129.2583 means the following:



129 m³ = 129,000 Litres

0.2583 m³ = 258.3 Litres

Therefore, 129,258.3 Litres has passed through this water meter since it was installed.

Flow Rate

The flow rate shows how much water is moving through the meter in litres per minute (LPM). When no water is being used, the RATE will display 0.00. If water is being used, either through household use, or by something leaking, there will be a value displayed. This is very useful when diagnosing a high bill, or if a homeowner has repaired something that was leaking.

3. Together with the flow rate being displayed, there is a Flow/Leak Indicator that is useful:



Flow/Leak Indicator shows the direction of flow through the meter:

ON	Water in use
OFF	Water not in use.
Flashing	Water is running slowly/low flow indication.

4. In addition to the meter read and the flow rate, the meter can also indicate if a leak has been detected:



Leak indicator displays a possible leak:

OFF	No leak indicated.
Flashing	Intermittent leak indicated. Water used during at least 1/2 of the 15-minute intervals in the last 24 hours (96 15-minute intervals in a 24-hour period).
Continuous ON	Continuous leak indicated. Water used during all 15-minute intervals in the last 24 hours.

If your water meter is indicating that a leak has been detected, refer to this table for common culprits – keeping in mind that toilets are the #1 cause of high water bills!

Possible Cause of Leak	Intermittent Leak	Continuous Leak
Toilet valve not sealed properly	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Toilet running		<input checked="" type="checkbox"/>
Outside faucet, garden or sprinkler system leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Faucet in kitchen or bathroom(s) leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ice maker leaking		<input checked="" type="checkbox"/>
Soaker hose in use		<input checked="" type="checkbox"/>
Leak between water meter and the house (where meter is outside in a meter pit)		<input checked="" type="checkbox"/>
Washing machine leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Dishwasher leaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hot water heater leaking		<input checked="" type="checkbox"/>
Watering yard for more than 8 hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Continuous pet feeder		<input checked="" type="checkbox"/>
Water-cooled air conditioner or heat pump	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Filling a swimming pool		<input checked="" type="checkbox"/>
Faulty boiler system pressure valve	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Automatic humidifier on heating system.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Any continuous use of water for 24 hours		<input checked="" type="checkbox"/>

The City can provide basic assistance in finding the source of your leak, but in the end, the plumbing inside your home is your responsibility, and you may need to engage the services of a plumber to do a thorough evaluation of your plumbing to find the source of the water usage.