FREQUENTLY ASKED WATER METER QUESTIONS

➢ WHAT DOES MY METER LOOK LIKE?
➢ HOW DO I READ MY METER?
➢ HOW CAN I TELL IF I HAVE A LEAK?
➢ WHAT SHOULD I DO IF I SEE THE DRIPPING FAUCET ICON ON MY METER?
➢ WHAT SHOULD I DO IF I RECEIVE A BILL WITH A LEAK ALARM NOTICE?
What does my meter look like?

IDENTIFYING YOUR WATER METER

YOUR WATER METER IS LOCATED INSIDE OF YOUR HOME OR BUSINESS, TYPICALLY WHERE YOUR WATER SERVICE COMES INTO THE BUILDING (USUALLY IN THE BASEMENT)
HOW DO I READ MY METER?

OPEN YOUR WATER METER

WHEN YOU OPEN YOUR WATER METER IT WILL DISPLAY THE METER READ. IF THE DISPLAY GOES BLANK OR DOES NOT SHOW THE METER READ, SHINING A LIGHT OVER THE SENSOR WILL RETURN THE DISPLAY TO THE HOME SCREEN (A FLASHLIGHT OR PHONE CAN BE USED TO ILLUMINATE THE SCREEN)
ACTIVATE THE DISPLAY ON YOUR WATER METER

• WHEN YOUR WATER METER SCREEN ACTIVATES, IT WILL SCROLL BACK AND FORTH BETWEEN THE METER READ AND A GPM (GALLONS PER MINUTE) FEATURE

• ACTUAL READ OF METER IN REAL TIME

• GPM OR GALLONS PER MINUTE IF ANYTHING IS RUNNING IN YOUR HOUSE AT TIME OF INSPECTION
READING YOUR WATER METER

• WHEN READING YOUR WATER METER, YOU WANT TO FOCUS ON THE NUMBERS THAT ARE UNDERLINED

• FOR EXAMPLE, THE READING ON THIS METER WOULD BE 62 BILLING UNITS

• IF YOUR PREVIOUS QUARTER’S READ WAS 50 THEN YOUR USAGE WAS 12 UNITS OF WATER SINCE THE LAST READ (62 UNITS – 50 UNITS = 12 UNITS OF USE FOR THIS QUARTER)
**HOW DO I KNOW IF I HAVE A LEAK?**

• YOU CAN CHECK YOUR WATER METER. IF WATER IS CONTINUALLY PASSING THROUGH THE METER FOR A 24 HOUR PERIOD, A LEAK ALARM ICON WILL BE PRESENT ON THE SCREEN.

• WHEN THE CITY’S METER READING SYSTEM INDICATES THAT YOUR METER HAS A POSSIBLE PROBLEM, THE CITY WILL INCLUDE A LEAK ALARM NOTICE WITH YOUR BILL.
WHAT SHOULD I DO IF I SEE A DRIPPING FAUCET ICON ON MY METER’S SCREEN OR IF I RECEIVE A BILL WITH A LEAK ALARM NOTICE?

1. YOU CAN CALL THE CITY AND REQUEST THE WATER DEPARTMENT REVIEW YOUR 90 DAY USAGE. A REPRESENTATIVE FROM THE WATER DEPARTMENT WILL CONTACT YOU, GO OVER YOUR USAGE DATA, AND DISCUSS THE POSSIBLE ISSUES THAT CAN CAUSE A LEAK.

2. YOU CAN CALL A PLUMBER AND HAVE THEM TAKE A LOOK TO SEE IF THEY CAN FIND ANY ISSUES.
ADDITIONAL QUESTIONS OR CONCERNS

PLEASE CALL THE CITY OF ROCHESTER

DPW (WATER DEPARTMENT) PHONE NUMBER: 248-651-5165
BILLING PHONE NUMBER: 248-651-9061
WATER RATE INFORMATION: WWW.ROCHESTERMI.ORG/RATES