

How to Read Your Advanced Meters

New Advanced Meters will enable PWC to provide a higher level of service and quicker response times. For you, this means a number of benefits including: greater reliability, enhanced customer service, and, in the future, innovative tools that will help you save money, energy, and water.

Landis & Gyr or Elster Electric Meters



Figure A



Figure B

Your electric meter uses an easy-to-read digital display, instead of traditional dials, and automatically cycles through 3 different screens of numbers.

- **Test Screen (Figure A):** Displays “888888...” The word “test” also appears on this screen. This indicates the screen is functioning properly and there is nothing wrong with the meter.
- **kWh Screen (Figure B):** Displays the total 5-digit kWh reading that is used to determine your usage for the current billing cycle. A kWh is equal to 1,000 watts of power used for one hour, or the equivalent of ten 100-watt light bulbs used for one hour. It may include leading zeroes. This number is the cumulative kilowatt hours of energy you have used to date since the meter was installed.
- **kW Screen:** Displays the maximum rate or energy consumption recorded during any 15-minute interval within the monthly billing period. kW is primarily used in non-residential service applications.

An optional fourth screen on some models displays the status of your meter: OPN (meter is currently off) or CLS (meter is currently on). If you do not have a fourth screen on your meter, this is not something to be concerned about.

How to Calculate Energy Usage

To calculate your total kWh energy use in a given time period, simply subtract an earlier reading from your current reading. Your current reading is displayed on the kWh screen mentioned above.

- Write down the 5 digits on the display and note the time.
- On another day at approximately the same time, write down the 5 digits again.
- Subtract the two readings to figure out your consumption for that period of time.

Sensus iPERL Water Meters



Figure A



Figure B

The face of your water meter looks similar to a car's odometer with a digital display. Figure A shows the exterior of the meter. Figure B shows the interior of the meter and the digital display. Figure B's consumption reading will help you learn how to read the meter.

- There are 9 spaces available for digits to display, but the first 7 digits are what PWC uses to calculate your usage.
- When viewing the display, disregard the digits to the right of the decimal because PWC does not use these for measuring consumption.
- In Figure B above, the 0002026 reading would be billed as 0002020 or 2,000 gallons, because PWC rounds down the number.

Other Things You May See on Your Water Meter Display:

- Water Flow Direction Indicator Icons: (+)=positive consumption
- Battery Life Indicator

How to Calculate Water Usage

To figure out how much water you used during a certain time period:

- Write down the first 7 digits on the display and note the time.
- On another day at approximately the same time, write down the first 7 digits again.
- Subtract the two readings to figure out your consumption for that period of time.

You can also chart your usage at more regular intervals to help you control your water consumption. This is especially helpful in the summertime when you would typically engage your irrigation system.

Checking for Leaks

Water leaks can result in very large water bills and cause property damage. A plus sign (+) means water is flowing through the meter. If you suspect you have a leak, take the following steps:

- Write down the meter reading (first 7 digits).
- Turn off all the water fixtures and appliances, such as ice maker, dishwasher, etc. Before turning water valves off at the toilet, confirm the toilet is completely silent at all times unless in use.
- Write down the reading again.
- Look at the Water Flow Indicator. Does the plus sign (+) disappear? If the (+) sign disappears, then the flow of water through the meter has stopped. If the (+) sign remains, then a fixture in your home is still using water or you have a leak in your service line between the meter and the home.
- Turn off the main water valve in the home. If the meter continues to run, this indicates a leak between the street and interior shut off.

If you think you have a leak, a common cause is a toilet that is running constantly or hangs up occasionally. A faulty flapper or malfunctioning fill valve in the toilet can cost you \$100 or more a month if it's allowed to run undetected. Other places to look for a leak include the base of your water heater, faucets with faulty washers (known as “dripping faucets”), and even your ice maker (if it fails to shut off). The issue could also be a leaking underground pipe, which is often distinguishable by a patch of grass that is noticeably greener than the rest of the lawn. For a leak behind the wall or in a crawl space, look for discolored drywall or ceiling tile or a puddle of water under the house—when there has been no rain for at least one week.