

# How to read your water meter

**STEP 1** Locate your meter box, generally found towards the front of a property, near the street. The box is typically in a direct line with the main outside faucet. It is housed in a black plastic box. Remove the lid by using a tool such as a large screwdriver. Insert the tool into one of the holes and pry the lid off.

**STEP 2** Once you open the meter box lid, you will have to remove dirt, mud or debris to get to the meter register. Lift the protective register cap on the meter register. On the face of the meter, there is a large dial and a display of numbers. Read the number display from left to right. Be sure to include the stationary zero. This is your meter reading. Meters measure water in gallons. Charges for the amount of water consumed are rounded to the hundreds during a billing period.

Compare that reading to what your bill states.

**Example:**

- a. TBCD read your meter on 8/20/2022 and the reading was 0171220
- b. Round this reading to the hundreds 0171220 will be 171.2
- c. The reading on your bill will be 171.2
- d. A customer reads their meter on 9/5/2022 and the current reading is 0175620
- e. Round this current reading to the hundreds 0175620 will be 175.6
- f. To calculate the usage from 8/20/2022 to 9/5/2022 do the following:  
 $175.6 - 171.2 = 4.4$  or 4,400 gallons has gone through your meter since it was last read on 8/20/2022

**STEP 3** Keep in mind that you might be checking your meter on a date different from the one used for billing. This could result in a difference in the amount you find, compared with the amount on which your bill is based. However, if your reading is considerably higher than what is on your bill, check for a leak or try to determine the source of large water use. If your reading is lower than the reading on your bill, please contact us.