

HOW TO READ THE WATER METER FOR YOUR HOME OR BUSINESS

We encourage our customers to read our water meter between billings to monitor your water use and look for signs of a water leak. To find out if you have a leak(s) in your plumbing system, please check the water flow indicators on our meter when you are not intentionally using water. National research indicates that leaks account for about 14% of indoor residential water use. Toilets are one of the most common places for leaks.

If you receive a message on your water bill that states “Meter has detected a continuous flow” or “Meter has detected a leak” you may have a leak and need to inspect your plumbing. The meter transmits this alarm status when the meter has continuous flow for 24 hours and does not reset until there is a period of 3 hours straight without any water usage.

If you fix a leak, you may contact Iredell Water Customer Service staff at 704-876-0672 regarding our [leak adjustment policy](#) and if and when we can make account adjustments after a leak is repaired. Leak adjustments can only be made only for 1 billing period for residential, non-irrigation accounts and only once in a 12 month period. Proof must be made by means of providing invoice for repair and/or materials. For more information, please contact us at 704-876-0672 or info@iredellwater.com.

Where is the meter located at you home or business ?

Our water meter is usually 10 to 20 feet off the edge of the road on the state right-of-way, between the ditch line and your property line. Sometime there is a blue dot or blue line on the pavement directly in line with our meter. Our meter is typically installed in a concrete or plastic box with either a concrete or metal lid about 10” by 15.” A hinged metal hatch in the cover is opened to read the meter. If you can not read the meter through the small hinged opening the entire lid may be removed. If you have difficulty finding the meter serving your residence or business, please call our Customer Service staff at 704-876-0672.

Please keep your meter lid free of grass and dirt by weed eating or shoveling monthly.

How can I read the meter to find out how much water I use ?

1. Record the meter numbers from left to right and then add the number indicated by a rotating dial. The rotating dial shows single gallons of use; the zero numeral at the far right of the numbered wheels does not change.



For example, the meter reading on the picture above is **62,865** gallons.

2. Write down this reading along with the date (and time if you wish).
3. Take a second reading later and subtract the first reading from the second reading.

Iredell Water rounds down to the nearest hundred gallons for billing purposes. This means we read down to the first number in the black on the odometer.

The reading we would take from the meter above is **62,800** gallons.

An example of how to read odometer on all size meters can be found [here](#).

If you have any questions about reading your meter, please call us at 704-876-0672.

How to use the meter to check your plumbing system for leaks.

After locating the water meter, and you are sure no water is being used in the home or business, look at the meter. If either the red rotating needle or the small silver flow indicator is turning when there is no intentional water use at your residence, business, etc., then there is a leak somewhere in the private plumbing system. If the small silver leak indicator is turning slowly that indicates a small leak or drip. If it is turning rapidly and the large red rotating needle is turning that indicates a larger leak.

Please repair leaks as soon as possible to avoid water waste

Iredell Water Corporation's responsibility for maintenance and repair ends at the meter box. Any leaks in the service line between the meter box and the home or business or in the internal plumbing are the responsibility of the customer. If you have difficulty finding a leak or are not able to fix a leak, we recommend that you contact a licensed plumber or other knowledgeable person. You may need to turn off the water service by using the master shut-off valve in your plumbing system until the leak is repaired. The master shut-off is usually located where the plumbing enters the building or within a few feet of the crawl space door. Please be aware that using your shut-off valve will not stop a leak in the private water service line between our meter and the shut-off. If there is a leak in the service line, a plumber or Iredell Water can turn off the water at our meter.

TOILETS ARE ONE OF THE MOST COMMON PLACES FOR LEAKS

To check a toilet for leaks, you can put food coloring in the toilet tank, wait 15 to 20 minutes without flushing, and then check whether there is food color in the toilet bowl. If so, there is a leak, probably in the flapper at the bottom of the toilet tank.

METER DATA LOGGING

Iredell Water Corporation now has the ability to data log your water meter. We are able to data log your consumption and reading down to the hour for up to a 5½ month history. Data Logging allows us to show the customer exactly when and how much water was used through the meter. This can be a very valuable tool for many business, industrial, agricultural and even residential customers who like to know their usage habits or when a water leak occurred and how much water was used. Click [here](#) for an example of a data log print out.

If you have any questions data log feature feel free to contact our office at 704-876-0672. He