

## INACCURATE READINGS ??

If, when you receive your bill, you feel the meter reader may have made a mistake reading your meter, take a reading right away. If it is lower, give us a call and we will be happy to accept your reading and adjust our bill. Always remember, if your meter is misread and your bill is high one month it will work itself out the next month.

## INACCURATE METER ??

Water must be pushed through the meter in order for the sweephand and dial to move, so if you feel your meter may not be measuring your water consumption correctly here is a way to check your meter:

- First use a 1 or 2 gallon container, check where your sweephand is located, and then fill the container. Check once again to see if the sweephand moved only the amount you filled.
- Next use a larger container (5 gallons). Once again check where your sweephand and your dial numbers are. Fill the container. Make sure the sweephand is keeping in consistency with the dial. The sweephand will complete one full circle for each 10 gallons. Also make sure the dial is keeping the correct measurement of the water used.

If you feel it is not measuring correctly you may call us to take a field test on your meter. There will be a \$50.00 charge to field test the accuracy of a  $\frac{3}{4}$ " meter and field testing of meters one inch and larger will be at cost. A cost plus 10% charge will be made if customer requires removal and a factory certified test of a meter's accuracy. **NO CHARGE** will be made if the meter proves to be inaccurate, and an adjustment will be made on bills for the three previous months.

