

## UTILITY SERVICES:

### Frequently Asked Questions about Water Meters

#### 1. Where is my water meter located?

Answer: In most cases residential water meters are located approximately fifteen (15) feet from the edge of the street, below ground, usually in the following four (4) styles of boxes.



*Concrete Meter Box*



*Mueller Meter Box*



*Ford Meter Box*



*Plastic Meter Box*

#### 2. Once I have located the meter box, how do I know which meter is mine if there is more than one box in my yard?

Answer: Each meter is identified with its own unique number for identification purposes. That number is located on the cap of the meter.

#### 3. How do I read my meter?

Answer: The read on your meter is located on the meter dial ([How To Read Your Meter](#)). Your meter register actually works like the odometer on a car; it reflects the amount of water passing through your meter in gallons.

Since the Lincoln County Public Works calculates all usage in tens of gallons, our meter reading will end in a stationary zero.

4. How do I know if I have a leak? Is there anything on the meter that shows that I have a leak?

Answer: Each meter has a leak indicator that can show even the smallest amount of flow. It is usually located in the center of the meter dial. If the indicator shows any movement, then that reflects that water is flowing through your meter ([How To Read Your Meter](#)).

\*Remember: Make sure that no water is being used inside or outside while you are trying to determine if you have a leak.\*

If you find that your indicator is moving, and you determine that there is a leak on your side of the water meter, please consult a professional licensed plumber or check the following website for further information:

[http://www.h2ouse.net/action/details/action\\_elements.cfm?actionID=F56F50F2-34E3-4095-9A919C304D945B5F](http://www.h2ouse.net/action/details/action_elements.cfm?actionID=F56F50F2-34E3-4095-9A919C304D945B5F).

A small leak about the size of a pin head, dripping at one drop per second can add up to gallons of water a day. A large leak, the kind most often found in toilets can waste 200 gallons of water or more per day ([Water Leak Chart](#)).

5. What does the red needle on my meter do?

Answer: The red needle indicates flow. One complete rotation of the red needle is equal to ten gallons of usage. The red needle is not your leak indicator.

6. How do I read my meter?

Answer: Your meter read is like the odometer reading on a car you read it left to right, with the read ending in a stationary zero. The first number which has a black background, represents tens of gallons, the second number represents hundreds, etc. ([How To Read Your Meter](#))

7. How do I know how much water I have used?

Answer: Write down the reading from your meter and subtract that reading from the current read located on your billing statement. ([How To Read Your Water Bill](#)). The difference between the two will give you your usage.

8. How does my water meter work?

Answer: ([Multi Jet Meters](#))

9. Why is there standing water in my meter box?

Answer: There are multiple reasons why water could be standing in the meter box. You could possibly have a leak at your meter. Since Lincoln County uses self contained meter boxes, which means you have a plastic or metal bottom to your box, it is possible that runoff water has accumulated in the bottom of your meter box.

10. Why did I get a new water meter, I didn't ask for my meter to be replaced?

Answer: Lincoln County Public Works is in the process of converting all manually read meters, as the annual budget allows, to meters that transmit readings by radio to a receiver in the meter technician's vehicle and therefore reduces human error. The new meters, manufactured by Master Meter, can also detect leaks, tampering and counter clockwise movement to ensure quality customer service and customer confidence.

Each meter has been tested at the factory for accuracy and proper operation prior to installation.

11. I haven't seen a technician read my meter, how are you getting the monthly reads?

Answer: You may live in an area where Lincoln County Public Works has already changed out your meter to a radio transmitted read system. With this new type of radio system, the meter technician is not required to physically stop at each meter. The read will be automatically transmitted to a receiver inside of the vehicle and will be downloaded into our billing software.

12. May I landscape around my water meter box?

Answer: Yes you can, but please remember that Lincoln County Public Works must have access to the meter at all times. If the meter box becomes obstructed, then Lincoln County has the right to remove anything that interferes with the access to the meter, which can include trimming or removing shrubbery, without notification to the customer.

13. Can I put the meter box in my driveway?

Answer: Lincoln County Public Works does not recommend putting the meter box in your driveway. The meter box is **NOT** traffic rated and can be severely damaged. Any damage to the meter box or its contents will result in the customer being held responsible for any repairs. Lincoln County Public Works will **NOT** be held responsible for any driveway repair due to a meter box being placed in a driveway. The meter box can be relocated outside the driveway as long as it remains on the customer's property. Please contact one of our offices for fees associated with this type of relocation.

14. Do I need to winterize my meter box?

Answer: No. Your meter box is designed to prevent any type of freezing to your meter or the lines in the box. There is no need to put any type of winterization material in your meter box. The secret to preventing your meter from freezing is keeping the lid on your box.

If your meter does freeze please contact one of our offices, please do not attempt to thaw your meter yourself, as it can cause damage to the meter and you can be charged for any damages or repairs ([Office Locations](#)).