

For further information about your water bill call DEP's Customer Service Center at (718) 595-7000 Monday, Wednesday, Friday and Saturday 9am to 5pm and Tuesday and Thursday 9am to 8pm.

How to Read Your Water Meter

Facts to know about your water meter



How to read your water meter

New York City properties are assessed for water and sewer services based upon the amount of water consumed between the prior and current meter readings. Since customers may want, or need, to occasionally read their own meter, the following information is provided to assist you.

All water meters approved for use by the New York City Department of Environmental Protection (DEP) read much like a car's odometer. Older meters may have several dials and pointers, but they are generally considered obsolete and, in most cases, should be replaced based on age alone. This brochure deals only with odometer-type meters whose basic usage measurements are shown below:

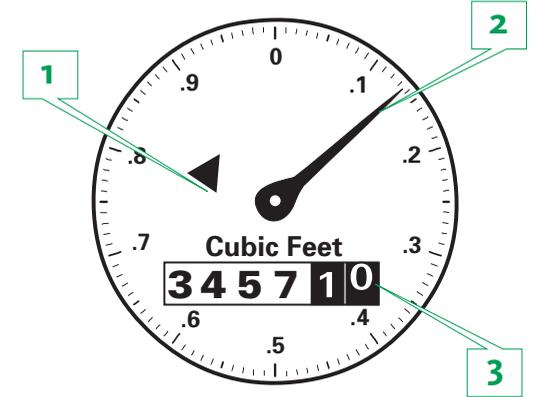
Water meters are read in cubic feet

1 cubic foot = 7.48 gallons

Water utilities bill in hundred cubic foot (HCF) units

1 HCF = 748 gallons

All water meter readings are in cubic feet. For smaller meters, the lowest revolving dial (the one farthest to the right) equals one cubic foot. The meter also has a sweep arm that reflects the registration of the lowest measured unit. On larger meters, the lowest revolving dial may be showing 10 cubic feet, or even 100 cubic feet. Those meters have fixed or painted zeros at the right-hand end of the meter. In all cases, if you write down all the numbers, including any fixed or painted zeros, the reading is in cubic feet.



The three key parts of your water meter's register head

1) Flow Indicator

The flow indicator rotates whenever water flows through the meter. If the triangle turns when all water is turned off on the property, you may have a leak, which should be investigated.

2) Sweep Arm

Each full revolution of the sweep arm indicates that one cubic foot of water (about 7.48 gallons) has passed through the meter. The markings at the dial's outer edge indicate tenths and hundredths of one cubic foot.

3) The Register

The water meter register is a lot like the mileage odometer on your car. It keeps a running total of all the water that has passed through the meter. The register shown here indicates that 345,710 cubic feet of water has passed through this meter.

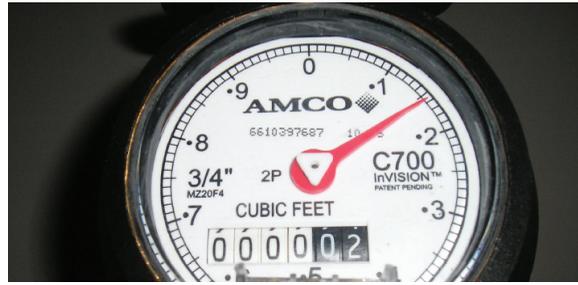


59-17 Junction Boulevard
Flushing, NY 11373



Other facts to know about your water meter

- 1) Each meter has a unique eight-digit serial number, which is usually cast into or affixed to the brass meter body, used by DEP to identify the meter. For meters manufactured by Kent (now AMCO or ABB), the first two digits of the serial number indicate the year of manufacture. (Water utilities identify meters by their meter number.)
- 2) Most meters have a tag attached to a seal wire for the meter. This tag has a seal cap number on it.
- 3) The meter size is cast into the side or front of the brass meter body. Meters come in sizes of 5/8" (generally obsolete), 3/4", 1", 1-1/4" (obsolete), 1-1/2", 2", 3", 4", 6", 8" and larger sizes.
- 4) Some buildings have *compound meters*, which are two meters with an internal control mechanism that shunts flow to one meter or the other, depending on whether flow is relatively high or relatively low. *Compound meters* measure usage in buildings that have wide variations in consumption. If your building uses compound meters, you must view them as two separate meters and take readings from both meter dials.



Water meter reading examples:

Refer to these examples when reading your own meter.

(Calculations based on water/sewer rates for July 1, 2009 - June 30, 2010)

Example 1: A six-unit apartment building has 12 people living in it. The building has a 1" water meter.

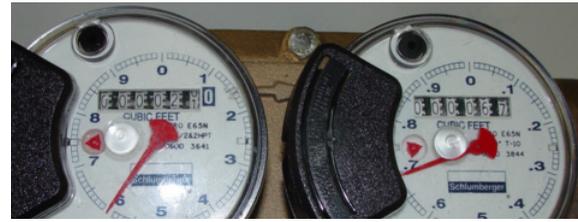
$$101 \text{ HCF} \times \$6.76/\text{HCF} = \$682.76$$

$$101 \text{ HCF} \times 748 \text{ gallons/HCF} = 75,548 \text{ gallons.}$$

$$75,548 \text{ gallons}/90 \text{ days}/12 \text{ people} = 70 \text{ gallons per person per day.}$$

$$\$682.76/6 \text{ apartments} = \$113.79 \text{ per apartment per quarter, or } \$455.17 \text{ per apartment per year.}$$

Water Meter Readings	
January 1	000002 (cubic feet)
March 31	010102 (cubic feet)
Difference	10,100 (cubic feet)
HCF	101



Example 2: A 30-unit apartment building is served by a compound meter, which has a 2" (high side) meter and a 3/4" (low side) meter.

Note that the 2" (high side) meter has seven digits in its reading, while the 3/4" (low side) meter has six digits. The zero at the far right of the 2" (high side) meter's dial is fixed. This meter registers a change for every ten cubic feet of water flow through. The 3/4" (low side) meter registers a change for every one cubic foot of water flow through.

$$105 \text{ HCF} + 400 \text{ HCF} = 505 \text{ HCF}$$

$$505 \text{ HCF} \times \$6.76/\text{HCF} = \$3413.80$$

$$505 \text{ HCF} \times 748 \text{ gallons/HCF} = 377,740 \text{ gallons.}$$

$$377,740 \text{ gallons}/90 \text{ days}/30 \text{ apartments} = 140 \text{ gallons per apartment per day.}$$

$$\$3413.80/30 \text{ apartments} = \$113.79 \text{ per apartment per quarter, or } \$455.17 \text{ per apartment per year.}$$

Water Meter Readings		
	Low-side	High-side
January 1	001123 (cubic feet)	0024560 (cubic feet)
March 31	011623 (cubic feet)	0064560 (cubic feet)
Difference	10,500 (cubic feet)	40,000 (cubic feet)
HCF	105	400

DEP Begins Automated Meter Reading (AMR) Rollout

What Does This Mean for You?

The New York City Department of Environmental Protection (DEP) is upgrading the water meter system by installing automated meter reading (AMR) devices in buildings and homes.

As you know, the citywide installation of automated meter readers is part of a three-year DEP initiative that began in late January 2009 to make your water bill more accurate. AMR largely eliminates estimated reads, saves money and eliminates the need for meter readers to visit your property.

The installation of the AMR device takes about 30 minutes and there is no charge to you. The DEP contractor will need access to your water meter and may have to turn off your water during the installation.

Appointments for installation can be made for during the day, the evening and on weekends. Please be sure to ask to see a DEP photo ID from the contractor requesting access to your home.

For more information, please visit DEP's website www.nyc.gov/dep, or call 311.