How to read your water bill

1. **Account Information:** This includes billing information such as your account number, your service address, the billing service period and your due date.

2. **Meter Readings:** This includes meter information such as your meter number and meter reads (in thousands of gallons). The “Use” column is determined by taking your current read and subtracting the previous read. In the provided example, the customer has used 8,000 gallons. The “Estimated” column notes whether your reading was estimated or not – “Y” for yes and “N” for no. Please note that readings are obtained two to three weeks before the bill is issued.

3. **Special Messages:** This box contains important information that may be of concern to you.

4. **Current Charges:** This area includes your individual charges for water, storm and sewer service.

5. **Usage:** This handy consumption graph shows a 12-month graphical representation of your water consumption, including your average gallons per day.

6. **Amount Due:** This includes your previous balance, payments, credits applied, total current charges and the total amount that is due.

7. **Payment Coupon:** This portion is to be returned with your payment.

How to read your water meter

**Locate your water meter**
Locate the water meter on your property. It’s usually located inside your home – check your basement or utility closet. Depending on what type you have, reading it will vary.

**Mechanical Meter**
- **Dial:** The dial will rotate when water passes through the meter. One full rotation of the dial equals one gallon of water.
- **Odometer:** The odometer records total water use in a similar way as the odometer in your car records miles driven. The water meter odometer records water use in gallons and displays as follows: The digits from right to left represent one gallon, 10 gallons, 100 gallons, and so on. Like a car odometer, the water meter odometer cannot be altered.

**Digital Meter**
- **To Read:** There are nine digits/bars on the Severn Trent/Danby/Sensus/Elster meter at the top of the digital display. Only the first four numbers at the far left will be programmed in 1,000 gallons and read for billing.

**How to monitor your water use**
The following steps will show you how to determine how much water you use over a period of time.

1. Read the odometer and write it down completely. Then write down the date you read it. After a period of days (we suggest seven days), read the odometer again and write it down and write down the date.
2. Subtract the first reading from the second reading. This is your water use in gallons during the period.
3. Divide the water use in gallons by the number of days between readings. This is your average gallons per day during the period.

How to watch for leaks
Turn off all water indoors and outdoors including sprinklers, ice maker, etc. The most common type of high usage is that of a leaky toilet; the Village encounters this about 90% of the time. If the meter registers usage, this may indicate a leak in an appliance or pipe. If the meter shows no obvious movement, note the reading on the meter and return in four hours to see if there is any change.

Note: If you use water during that time, the meter reading will change. Water meters measure gallons of water use.