

How do I know my water meter is working correctly?

Each meter used by CVWD must meet the high standards of the American Water Works Association and must be accurate within 1.5 percent in order to pass inspection. When



meters do fail, usually due to excessive wear or corrosion, the result is water moving through the meter undetected, resulting in an inaccurately low reading.

How is my water use determined?

Your water meter mechanically records water as it flows through the pipes. For most meters, an employee visually reads the meter each month and inputs the reading into a hand-held computer. If the reading is unusually high or low the computer will beep. Employees are then required to take a second look and input it a second time to ensure he or she is reading and inputting the number accurately. Newer, automated meters send the information directly to the billing department.

What can cause an unusually high water bill ?

There are a number of factors that could result in an unusually high water bill. For

example, out-of-town guests may increase water usage through showers. During the summer, refilling the pool or increasing your landscape watering time (which should be decreased again when fall arrives) can cause a significant boost in water use.

What if I suspect my unusually high water bill isn't caused by water use?

First, determine if you have a leak in your system. Shut off all water-using fixtures and the irrigation system and look at your water meter (be careful of spiders or bees under the lid). If the dial is showing water use, despite everything being turned off, then there is a leak. Toilet leaks are perhaps the most common. Call a leak detection company to find the leak.

What if I do all that and *still* can't find the answer?

Call CVWD for an analysis of your bill based on a two-year history of usage and have an employee conduct a field test of your system.



For more information about this and other water issues, call Coachella Valley Water District at (760) 398-2651 or (800) 262-2651.
www.cvwd.org