

ENSURING METER ACCURACY

The majority of California American Water meters are manufactured by Neptune Technology Group and Badger. Meters manufactured by Badger report in gallons, while Neptune meters report in cubic feet or gallons, depending on the manufacture year. Each meter is tested before it leaves the factory to ensure it is in compliance with stringent American Water Works Association industry metering standards. The standards are 98.5%-101.5% accuracy at intermediate and maximum flow rates, and 95%-101% at minimum flow rates. Meters transmit a read using a radio frequency (RF) device that attaches to the meter. Meters may also be read by visually inspecting the face of the meter or by touchpad.

As meters age, they may slow down and under-report the amount of water delivered. Most meters are replaced depending on size and installation date.

SAFETY TIPS

Use caution when lifting heavy meter box lids, ensure lids are put back properly and be aware of insects and spiders.



HOW TO READ YOUR WATER METER

The meter records the amount of water used since its installation. To determine how much water was used during a billing cycle, the previous reading is subtracted from the current reading.



IF YOUR WATER METER LOOKS SIMILAR TO THIS, YOU HAVE A BADGER METER. HERE'S HOW TO READ YOUR METER.

This Badger meter measures water usage in gallons.

Read displays on a Badger meter should be available automatically. If you have a Badger brand meter, you do not need to shine a light on it to activate the display.



We read the digits from left to right, including all zeros. Meters measure water usage by 100 gallons.

This digit records usage in 100 gallon increments.

For most Badger meters, the read obtained is the value from the first five dials/digits. The read of the meter display to the right would be 01621.



Digits to the right of the decimal indicate usage less than 1 gallon.

The screen will flash between the current reading and the rate of flow in gallons per minute.

Flow Rate

If no water is flowing, the rate will be 0.0000



Badger meters have an icon for leak indication. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.



CUBIC FEET AND GALLONS

We are in the process of converting all meters that read in cubic feet to meters that read in gallons. We understand that most customers have a better understanding of gallons, and reading your own meter is much easier without having to convert cubic feet to gallons.

California American Water will be converting customers to meters reading in gallons as cubic feet meters age and need to be replaced. We are undergoing the transition and completion of the process may take 10–15 years. We ask for your patience as we make the switch. Both cubic feet and gallons meters are held to the same accuracy standards, so the amount of water for which you are billed will remain accurate.

QUESTIONS?

We can be reached at our Customer Service Center: 1-888-237-1333

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.

IF YOUR WATER METER LOOKS SIMILAR TO THIS...

DIRECT READ



DIGITAL

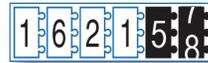


HERE'S HOW TO READ YOUR METER.

On the face of the meter, numbers are arranged like the odometer in an automobile. Numbers are read from left to right.

DIRECT READ

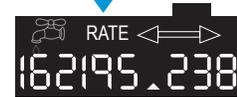
This digit records usage in 10-cubic-foot increments.



This digit records usage in 100-cubic-foot increments.

DIGITAL

This digit records usage in 10-cubic-foot increments.



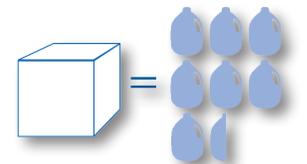
This digit records usage in 100-cubic-foot increments.

Digits to the right of the triangle indicate usage less than 1 cubic foot.

If the display for a Neptune digital meter does not activate when the cover is opened, simply shine a light at the flashlight icon or solar panel to activate the meter. Neptune Direct Read meters do not need to be activated.

The meter measures water usage in cubic feet.

One cubic foot equals 7.48 gallons of water. For every 748 gallons (100 cubic feet) of water you use, the 100 ft. dial will advance one digit as indicated.



1 cubic foot of water = 7.48 gallons

On digital Neptune meters, there is an indicator icon for leak detection. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.



➔ Leak Indicator Icon

On Neptune Direct Read meters, there is a small red triangle to the left of the meter read display. This red triangle may be used to indicate a leak if there is movement of water through the meter when all valves past the meter have been closed.



▲ Flow Indicator

When water is flowing through a digital Neptune meter, the digital screen will flash between the current reading and the rate of flow (in cubic feet per minute).

Both Badger and Neptune meter flow indicators are very sensitive and are useful in determining whether or not a plumbing leak may exist. If your water is not running and the meters indicate water is flowing, you may have a leak.

If you have a meter not identified on this sheet or if you have any additional questions, please feel free to reach out to our customer service department at 1-888-237-1333 and schedule an appointment with our local staff. We are happy to discuss any questions you may have regarding your meter.

