

Meter FYI

-What our meter technicians do:

- Read, maintain connections of, and interpret the readings of water meters.

This involves gaining access to the meter on any given property in the front or back yard, alleyway, or any location on the property in which it sits.

- Complete a variety of work orders including, but not limited to, new connections, occupant changes for the home, final disconnects, inspecting for leak indicators, inspecting the meter itself for proper function, and educating customers on the function of their meter.

Utility employees shall be allowed access for the purpose of reading, testing, installing, maintaining and removing meters and using utility cutoff valves. Conditions that may hinder access include, but are not limited to, fences with locked gates, vehicles or objects placed on top of meters or meter boxes, and unrestrained animals.

[PUCT - 24.169](#) (c)(2) (Public Utility Commission of Texas)

Our meter technicians are in the process of a scheduled meter replacement. The technicians work on a specific schedule in changing these meters, and are sent on a work order basis. They do not have authority to choose which meters are changed, nor in what order without prior approval.

Our technicians do attempt to make the customer aware of work being done to their meter before the work begins, usually with a knock on the door or by use of doorbell. The technician will be in a clearly labeled vehicle with service lights flashing.

-How water meters in Nederland are read:

Each meter has its own identification number specific to our database.

Using this ID, each meter is read via radio signal with a receiver inside of the meter technician's truck. This eliminates incorrect readings, user error, and likelihood of a mix-up of meters.

If an error arises with a read, the meter is inspected manually.

-What we can and cannot see about your consumption:

A consumption report can be run on a meter at the customer's request. This report shows the past 3 months of daily/hourly usage.

This report **DOES**: Give further insight into specific times/dates of water usage. The technician can tell the amount of water per day/hour that moves through the meter from this report.

This report **DOES NOT**: Allow the technician to see where water is being used past the meter. If there is an abnormal usage, the customer would need to seek further means of investigation within their home/water line to find the usage.