

YOUR WATER METER DE*Mist*IFIED

Water meters don't have to be a mystery. Get a clear understanding of what you need to know about this mystifying, H₂O-tracking device.

WHAT IT DOES:

Before it pours from a spout or sprays through a sprinkler, water flows through your water meter. As it passes through, an internal mechanism rotates and measures your usage from the moment you turn it on, to the second you turn it off.

HOW WE READ IT:

Thornton Water uses an Automated Meter Reading (AMR) drive-by system that sends a radio signal to your meter's Electronic Radio Transmitter (ERT). After receiving the signal, your water meter responds by sending a current reading to the drive-by-system collector, where it records the reading that determines your monthly usage.

KEY COMPONENTS OF A RESIDENTIAL WATER METER:

MAIN SHUTOFF VALVE:

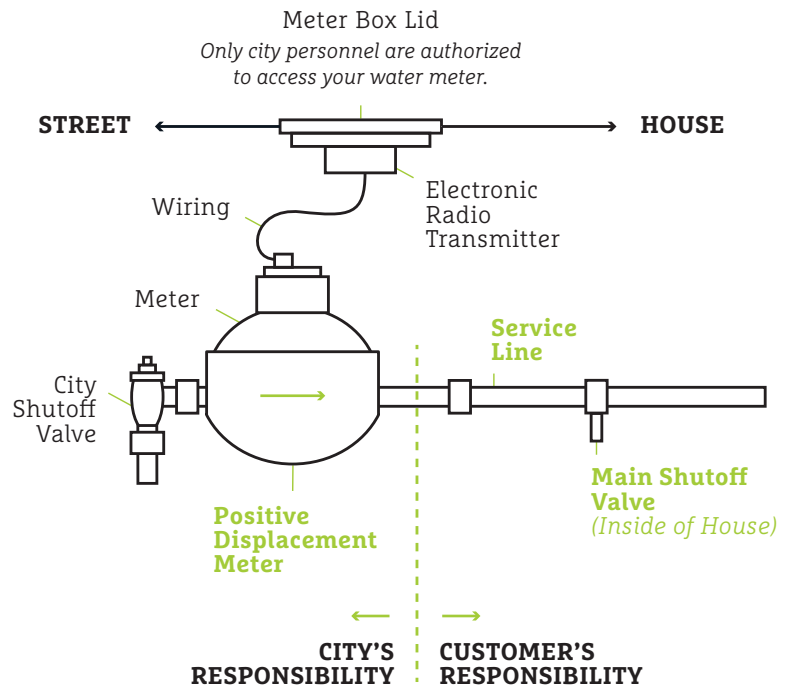
Located where your service line connects to your house, the main shut off valve cuts off your water supply when plumbing repairs or service are needed.

SERVICE LINE:

The system of pipes, fittings and valves that deliver water from your water meter to your house.

POSITIVE DISPLACEMENT METER:

A collection of rotating parts that catch water repeatedly, in order to measure how much fluid has passed through the flowmeter. Each time the positive displacement meter catches water, it generates a signal and sends it to an Electronic Radio Transmitter to track usage, kind of like counting the number of times a bucket is filled and dumped.



METER MYTH:

High water bills are often caused by faulty or old water meters.

METER FACT:

Meters are tested and maintained according to industry standards. Therefore, the probability of your meter registering more H₂O than the amount that actually flowed through it is extremely low.

WHAT'S REALLY CAUSING YOUR BILL TO RISE?

If the amount of your utility bill is unusually high—and you haven't been using more water due to hot summer weather, you could have a hidden leak, which can lead to a lot of waste and big increases in your water bill. For example, a small leak in a garden hose can waste 700 gallons of water per day and a medium-sized toilet leak wastes about 250 gallons a day.

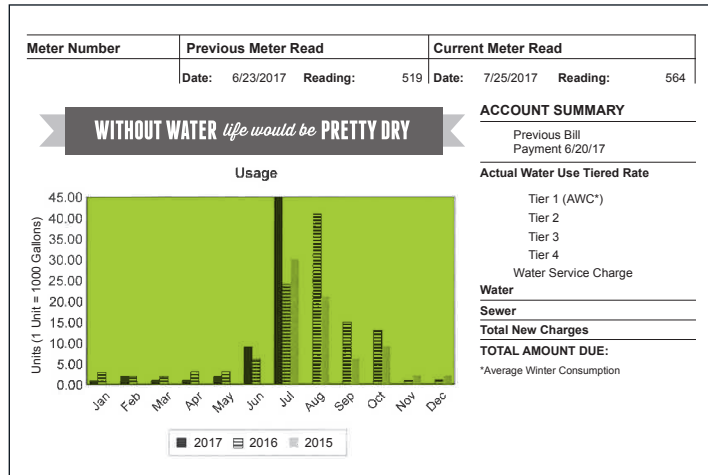
USE YOUR METER READING TO FIND OUT IF YOU'RE HARBORING A SNEAKY LEAK.

START TRACKING YOUR USAGE.

Check the usage graph in your utility bill to see if your usage is higher than normal.

Think you have a leak? Contact Utility Billing at 303-538-7370.

Example Bill



Watch

HIDDEN WATER WASTE DEMISTIFIED

for step-by-step instructions on how to locate hidden drips and get 'em fixed quick. Check it out at ThorntonWater.com.

IF YOU FIND A LEAK, DON'T FREAK

Get it fixed as soon as possible to avoid excessive water waste and high water bills.

KNOW YOUR RESPONSIBILITIES

As a Thornton Water customer, you're responsible for repairing your service line and any part of the water system that's located between your meter and your home. You are not responsible for your water meter.

IF YOU HAVE QUESTIONS ABOUT YOUR METER OR THINK YOU HAVE A LEAK, CONTACT UTILITY BILLING AT 303-538-7370 OR UTILBILLING@CITYOFTHORNTON.NET.