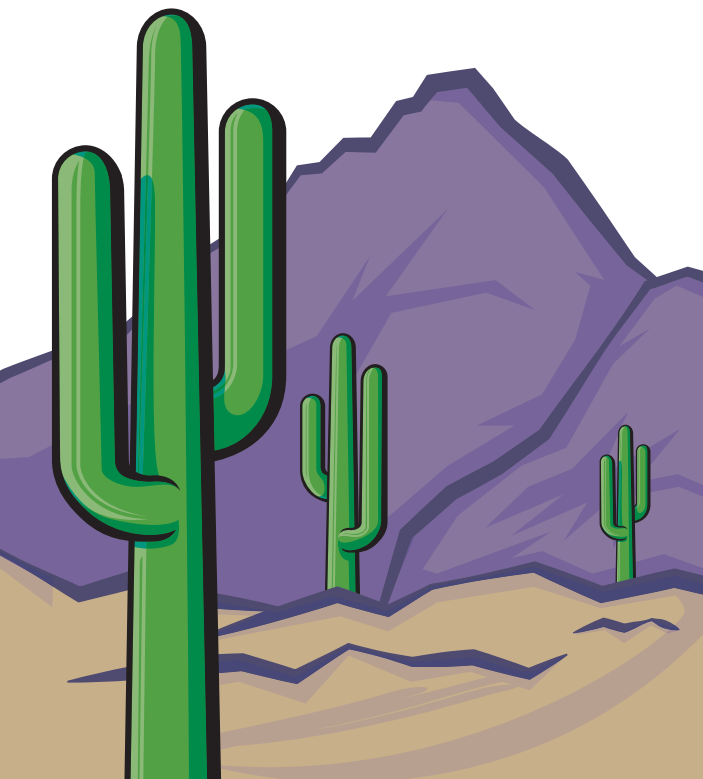


Hello Arizona Water Company (AWC) Customer! AWC is a private water utility that serves many different communities around the state of Arizona, including residential and commercial customers. This brochure is geared towards helping residential customers locate and read their water meters!

There are several benefits of knowing how to read a water meter. The first is to understand how much water a home uses over a given period of time. If a customer wanted to see usage from one day, that can be done by taking a reading at the beginning and end of the day and taking the difference to see total daily usage. The second is that a residential water meter can be a great tool to identify and isolate a water leak in or around a home.



For customers that want a step-by-step guide to isolate a leak, ask your local AWC office for a free copy of the Smart Home Water Guide magazine.

Access a free, digital version by visiting <https://smarthomewaterguide.org/how-to-read-your-water-meter/> or by scanning the QR code.

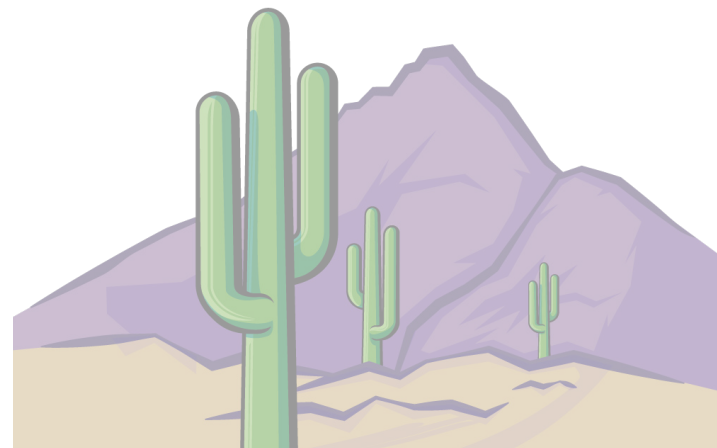


For more information or concerns about the functions of a water meter, contact the local AWC office:

Apache Junction, Gold Canyon, East Mesa, Superior 480-982-2201
Ajo, White Tank 623-246-7570
Casa Grande, Coolidge, Stanfield, Tierra Grande 520-836-8785
Bisbee 520-432-5321
Sierra Vista 520-458-5660
Lakeside-Pinetop 928-368-6993
Heber-Overgaard 928-535-4469
Miami 928-473-4433
San Manuel, Saddlebrooke Ranch, Oracle, Winkelman 520-385-2226
Sedona, Munds Park, Pinewood, Rimrock 928-282-7092

Arizona Water Company
www.AZWater.com
savewater@azwater.com

HOW TO... READ YOUR WATER METER



Step 1: What is a Water Meter?

A Water Meter is owned by the local utility and should only be turned on or off by the utility. Any damage to the meter or surrounding parts will be billed to the customer. Reading the water usage on the meter is appropriate. The meter keeps track of how much water a property uses or has used. They help with generating water utility bills. A water meter will not register usage unless water has physically passed through the meter onto the customer property.

There are different types of water meters. This brochure will use examples of both analog and digital meters, as meters generally all work in the same way.

Step 2: Locating a Water Meter

The water meter is generally located near the curb in front of the property, or, sometimes, in an alleyway. Meters are housed in a concrete box with a metal or composite plastic lid. Sometimes, water meters can be hidden under gravel, plants, or soil. Once the box has been located, the meter box lid can be removed.

It is recommended to stomp on the lid prior to lifting to reduce the chances of encountering any harmful insects or other animals that may be in the box. *If there are bees in the box, do not lift the meter box lid and call AWC right away.*

Step 3: Understanding the Meter Face

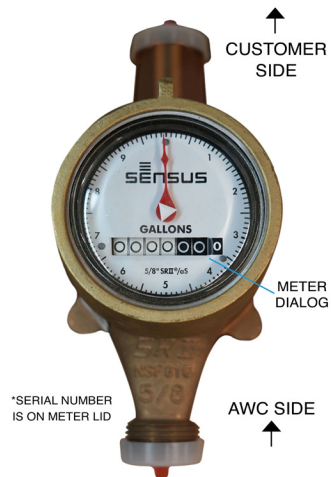
Flow Indicator rotates or appears (rotates for analog, appears for digital) when water passes through the meter. This is used to detect small amounts of water passing

through the meter that could indicate a water leak or unintended water usage.

Serial Number is unique to each meter, and is printed either on the meter lid, face, or body of the meter.

Meter Dialog registers the total gallons of water used for the lifetime of the meter. This does not indicate how much water a specific customer has used, but instead how much water has passed through the meter since installation.

Contact your local AWC office to identify the flow indicator, serial number, or any "alarm icons" that can appear on digital meters.



Analog Water Meter [top] and Digital Water Meter [bottom]



Step 4: Reading a Water Meter

Water meters measure volume in gallons, and utility bill charges are based per 1,000 gallons. Water rates for a specific service area can be found at:

www.azwater.com/rates/



For the analog example above, the left meter reads 0000000. If, one month later, the meter read 0100000, the reading on the utility bill would be 100.0 and the customer would be billed for using 100,000 gallons, as AWC bills in thousands of gallons.



For the digital example above, the left meter reads 0,000,000.00. If, one month later, the meter read 0,001,100.04, the reading on the utility bill would be 0001.1 and the customer would be billed for using 1,000 gallons of water, as AWC bills in thousands of gallons.