



ABOUT THE NEW WATER METER

New York American Water is committed to providing superior service to its customers. Accurate meter reading and billing are just two of ways we demonstrate this commitment.

CUSTOMER SERVICE

1-877-426-6999

Hours: 7 a.m.–7 p.m., M-F;
For emergencies,
we're available 24/7.

My Account:
amwater.com/myaccount



**SERVICE.
ONE MORE WAY
WE KEEP
LIFE FLOWING.**

ABOUT THE NEW METER

Thank you for allowing us to replace the water meter serving your property today. Periodic meter replacements are a regulatory requirement that help us to provide you with continued accurate meter readings and billing, and reduce the occurrence of estimated bills.

ONCE THE METER IS INSTALLED

Once the meter is installed, you may experience cloudy water when you turn on your water for the first time. This is normal. Simply run the water for a few minutes until the trapped air is released and it is clear. If discoloration persists or you determine you have a leak on a newly installed meter, please contact our Customer Service Center.

HOW THE WATER METER WORKS

The large number on the face of your meter measures your water use in gallons. Smaller meters measure down to 1/100th of a gallon, while large meters measure down to 1/10th of a gallon. While water is in use, the meter also displays the instantaneous gallons per minute flow, which can be helpful in seeing the consumption rates for different appliances or other types of water use.

BENEFITS OF METER READING

We read our meters and bill for water service monthly. Water meters encourage conservation and allow you to directly benefit from your efforts to save water. The less water you use, the less you pay. Water meters also offer valuable information. They can reveal leaks that waste thousands of gallons of water every year. They also provide data that can be used to better manage the water supply and to plan for the future. (See reverse side to learn more about how to identify leaks using the meter.)

HOW YOUR MONTHLY WATER USE IS CALCULATED.

To determine how much water you use in a month, in this example, we take the current meter reading (5,244.56 gallons) and subtract out the previous month's meter reading (234.56 gallons). In this case, the customer used 5,010 gallons of water for the billing period. Since we bill in increments of 100 gallons, this customer would be billed for 5,000 gallons. The remaining 10 gallons will be rolled into the next month's calculation.

EXAMPLE

Last Meter Reading

0,000,234.56

Current Meter Reading

0,005,244.56

PLEASE NOTE: TAMPERING NOT ALLOWED

The meter is the property of the utility; however, as the property owner, you have the responsibility to protect the meter. In addition, unauthorized tampering of the meter is not allowed. The new meter is equipped with tamper alarms and alerts.

Theft of water service is illegal. Individuals who knowingly tamper with the water meter to obtain water service without paying for it are subject to civil and criminal penalties.

DID YOU KNOW?

New York American Water is required by the New York State Department of Public Service to periodically remove and test meters at our facility. The frequency rate at which meters must be tested varies based on meter size. For example, 5/8- and 3/4-inch meters must be removed and tested every 15 years. At the other end of the spectrum, six-inch or larger meters must be tested every year.

THE METER CAN BE A GREAT TOOL TO CHECK FOR HOUSEHOLD LEAKS

Not fixing a leaky toilet or faucet is like throwing money down the drain. If the water meter is in your home, you can use it to check for leaks. Start by making sure that no one is using water and that all water-using appliances are turned off, including automatic ice makers. Then, check to see what type of water meter you have (dial or digital), and follow these simple steps. **NOTE:** If the meter is located outside in a meter pit, we ask that you don't open the pit to access the meter. If you believe you have a leak, contact us for assistance.

- **Digital Meter:** First, activate the screen on the digital meter by shining a light on the face of the meter. If the flow arrow appears on the screen or if the meter reading calculates, and the number increases, that means water is moving through the meter.
- **Dial Meter:** Check the low flow indicator on the meter. If it is moving, it means that water is passing through the meter and there is a leak(s). If the meter does not have a low flow indicator, write down the meter reading shown on the dial and take note of the sweep hand's position. Check the meter in an hour (be sure not to use any water in the meantime). If the reading or the position of the sweep hand has changed, it may indicate that you have a leak.

NOTE: The direction of the flow arrow should match the direction of the arrow that appears on the base of the meter itself. If it does not, this means water is flowing in the opposite direction, which could pose a hazard to the public drinking water supply. This should be addressed immediately by installing an approved backflow prevention device or having your existing device serviced. Please call us immediately if this happens so that we can help guide you through the process.

PROVIDING ACCESS TO THE METER

After the meter is installed, we may need to access the meter on occasion. The meter must always remain accessible. Keep the meter area free from obstructions such as parked vehicles, shrubs or plantings. Or, if the meter is located inside, be sure it's accessible.

AVOID COSTLY REPAIRS

The company owns the meter; however, it is the customers' responsibility to maintain the ambient temperature around the meter at above freezing, and to keep the area around the meter free of dirt, debris and water. Failure to do so could result in damage to the meter. If the meter is damaged for the reasons listed above, the customer is responsible for the cost to repair or replace the meter. If a meter is damaged for reasons outside of the customers' control, New York American Water would be responsible for the cost to replace or repair the meter. For tips on how to prevent frozen meters and pipes, visit newyorkamwater.com.



HAVE QUESTIONS? LET US KNOW.

If you have any questions or concerns about the new meter or work that was performed at your property today, please call 516-632-2222 and leave a message or email us at infony@amwater.com.