



MISSOURI
AMERICAN WATER

WE KEEP LIFE FLOWING®

METER READING ACCURACY

Most of our water meters are manufactured by Neptune Technology Group, with our new gallon meters manufactured by Badger and Neptune. Each meter is tested before it leaves the factory to be 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 are read with a simple device that attaches to the meter and transmits a radio frequency allowing a remote read, by visually inspecting the face of the meter, or by touchpad.

As meters age, they may slow down and under-record 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, place lids back properly and be aware of insects and spiders. Customers may contact Missouri American Water's customer service line at 1-866-430-0820 for assistance accessing and checking meters.

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...**



HERE'S HOW TO READ YOUR METER.

This meter measures water usage in gallons.

If you have a Neptune brand meter and the display does not activate, simply shine a light at the flashlight icon or solar panel to activate the meter. 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.

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

If no water is flowing, the rate will be 0.000.

The meter has an icon for leak indication. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.



This digit records usage in 100 gallon increments.



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

Your Current Reading



Flow Rate



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.

Missouri 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: 866-430-0820

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.

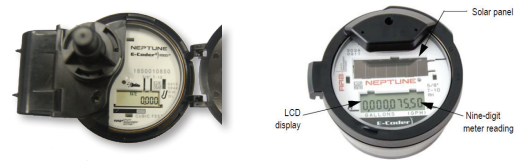


IF YOUR WATER METER LOOKS SIMILAR TO THIS...

ANALOG



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.

ANALOG

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.



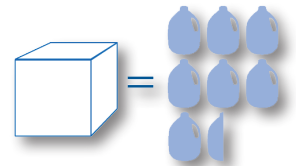
This digit records usage in 100-cubic-foot increments.

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

If the display for a 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.

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 analog meters, the rotating red arrow measures each cubic foot of water as it passes through the meter. A complete turn on this dial indicates that one cubic foot of water has passed through the meter.



Example:
0.95 cubic foot

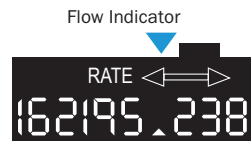
On digital meters, If water is flowing, the screen will flash between the current reading and the rate of flow (in cubic feet per minute).



On the face of some analog meters there is a small triangle. The triangle will rotate anytime water is flowing.



On digital meters there is a small flow indicator icon. This icon will flash when water is slowly moving through the meter and will stay on when water is normally being used.



These 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 probably have a leak.

In addition to the flow indicator icon on digital meters, there is one for leak indication. This will flash if an intermittent leak is found and will stay on if there is a continuous leak.

