



How to Read a Water Meter

Refer to the steps below for more details on how to access and read the water meter:

1. Open the meter box. Locate the meter box*. If the meter box lid is plastic, push a screwdriver into the hole in the meter box lid to unlock it. Push towards the center of the lid, while lifting the lid up. If the meter box has a heavy metal lid, be careful and ensure that someone helps with removing the metal lid to prevent injury and damage to the meter. Once the meter box is open, you can remove the insulation if present. Please be careful not to damage the cable connected to the meter lid.

2. Wake up the meter display. Flip open the meter cap. If the meter display does not show any numbers, you will need to shine a flashlight over the meter display to activate it. Be patient, sometimes it can take a while for the meter display to wake up.

3. Read the meter. The numbers on the display will switch between the meter reading and the current flow rate. When the display indicates RATE, the number informs the real-time water use at the property. The flow rate is in either Litres per Minute (LPM) or Cubic Meters per Minute (m3).

The Flow Indicator arrow will be ON when water is flowing and FLASHING during low flow. If no water is being used at the property, the Flow Indicator should be off, and the RATE will read 0.00.

The Water Tap icon can help indicate the leak status at the property.

- If it is on, water is being used continuously 24 hrs/day.
- If it is flashing, water is being used more than 12hrs/day.
- If there is no water tap, there is no leak.
- It takes 24 hours for the icon to reset if a leak is resolved.

If the water tap icon is present, the size of the leak can be determined by observing the RATE displayed when all water connections are off around the property.

* Sometimes water meter boxes can get covered up by leaves or overgrown plants. Water meters are often closer to the roadway than the house. Try walking around the edge of your property looking out for a plastic or metal meter box lid. If you're still unable to locate the water meter, email infrastructure@scrd.ca for assistance.

