Automated Water Meter Read System

Frequently Asked Questions

Why did the City change to an Automated Meter Read System?

The City of Mount Dora is utilizing "***green technology***" automated radio read water meters. The meters have digital encoder chip displays, instead of dials, and use secure radio frequency transmissions to extract water-billing reads. Instead of manually walking door-to-door to read each meter, customer water-usage information is obtained by driving near a home in a vehicle equipped with a special radio receiver and computer.

The automated read digital meter offers several customer service improvements. The wireless technology increases City Utility efficiencies by improving meter-reading accuracy at a much faster rate over manual read meters. Most newer encoders store historical water use automatically in valuable hourly increments up to 96 days, which a trained Utility Technician can retrieve to help identify customer-service usage patterns for bill auditing. Some older encoders don't have this function, but all meters have a visual, potential leak indicator for customer reference.

Where is the water meter?

Your water meter is normally located in an underground box in the City easement near the street or right of way. The Automated Meter Reads are typically read in a monthly cycle for billing purposes using the drive-by-technology retrieval system. However, customers can obtain valuable information by simply accessing the meter box lid and looking at the meter faceplate. See the diagram on the back page for more information.

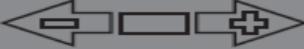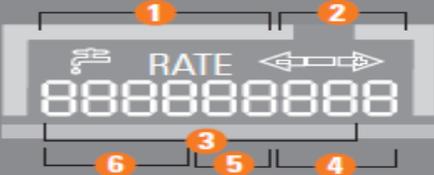

How do I read my own meter?

Your meter is made by Neptune. It is equipped with a light sensor cell that activates the LCD panel. In order to activate the digital panel you will need a high-powered flashlight or direct sunlight. A typical 3-inch camping flashlight works great. Just hold the flashlight over the **light sensor (3)** and within a few seconds, you will begin seeing the reading in the **LCD display box (6)** located just below the cell. Continue holding the flashlight over the cell to retrieve information:

- The **average rate of flow (4)** is displayed every 6 seconds alternating with the reading. Flow rate is in gallons per minute. The residential usage history recorder starts at zero (0.0). To get the reading, begin from the left and write down the numbers. The meter reading is shown in US gallons. Customers will need to read left to right up to the decimal point for gallons used. (Hint: Only read the first six numbers including 0s.)

- The meter is also equipped with a **leak indicator** with diagnostics programming**.** If you see a water faucet above the numbers on the left-hand side, it indicates water flow or a possible leak. The meter monitors a 24-hour period in fifteen-minute intervals. If the faucet is flashing, this indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. If the faucet is showing continuously, this indicates that water was on for all of the 96 15-minute intervals during a 24-hour period.

- The **flow indicator** arrow shows the direction of flow through the meter. If you do not see the arrow, then water is not in use. If the arrow is flashing, then water is running slowly.

Replaceable Battery **1**
Antenna **2**
Light Sensor **3**
Flow Indicators **4**
Date of Manufacture **5**
LCD Display **6**
T-10 Meter **7**

E-Coder) R900i™

O	**LIGHT SENSOR** Recessed under the small hole near the center of the face-plate of the E-Coder)R900i, supplies the power for the LCD panel (light activated) as well as the activation of the data logging extraction.
⬅□➡	**FLOW INDICATOR** Shows the direction of flow through the meter: **ON** — Water in use. **OFF** — Water not in use. **FLASHING** — Water is running slowly. **(–)** — Reverse flow. **(+)** — Forward flow.
🚰	**LEAK INDICATOR** Displays a possible leak: **OFF** — No leak indicated. **FLASHING** — Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. **ON CONTINUOUSLY** — Indicates water use for all 96 15-minute intervals during a 24-hour period.
RATE	**RATE OF FLOW** Average flow rate is displayed every six seconds on LCD display.
RF LOG	**DATA LOGGING** Displayed on LCD during extraction of data logging consumption data. *"DL" on dial face denotes data logging
888888888	**LCD DISPLAY** Nine-digit LCD displays the meter reading in billing units of measure: U.S. gallons, cubic feet, Imperial gallons, or cubic metres. **1** E-Coder Basic Reading/Customary 6-digit remote reading **2** Customary sweep hand digits **3** E-CoderPLUS Reading (8-digit remote reading) **4** Testing units used for diagnostics **5** Extended reading units **6** Customary billing units

If you still have problems reading your meter, please feel free to stop at our office or call 352-735-7151 and we would be happy to give you a demonstration.