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INFRAMARK

CUSTOMER FIRST NEWSLETTER

JULY 2019

METER READING

BACKGROUND

In our March issue of Customer First, we discussed the various types of water meters used by Inframark and focused our attention on "smart" water meters, also known as Automated Meter Reading (AMR), which can be read remotely. In this issue, we will focus on a more common type of meter; a Positive Displacement (PD) meter. Unless retrofitted, these meters must be read manually to produce a customer's bill.

WHAT A PD METER LOOKS LIKE



Flow Indicator

Used when measuring very low flow through the meter.

Meter Dial

Leak Indicator

If no water is being used inside or outside, this indicator should not be moving. If it is rotating, you may have a leak.

Place Holder

Indicated by [0]

Meter Register

Every turn of a number in the first black register measures 10 gallons; the second, 100 gallons.

Every turn of a number in the white register measures 1000 gallons

HOW WE DO IT

Inframark has a meter reading department staffed with a team of 19 meter readers. We read 181,749 meters per month of which 156,408 are traditional PD meters. Our team does all the meter reading; we do not use a third-party reader. Meters are generally read once a month in 12 cycles per year or when specifically mandated by the contract. We do have one MUD that is read every other month. Meters are scheduled to be read five to seven days before the billing date each month or as specified within a meter reading only contract.

The meters are read via an app which is loaded on to a phone device. The information displayed on the phone device is the account number, address, and with some accounts the location of the meter. The previous read is always excluded from the phone device. Neptune

handheld devices are used for meter read only contracts loaded by the City's we support. The meter reading is recorded in the thousands as you can see from the picture above.

METER ISSUES

Over time, the meter can become foggy or develop moisture which makes it difficult to read. The meter can also become "stuck" which is when it stops functioning. Meter boxes can also contain hazards like snakes, bees, spiders and ants. Additionally, climate can create other issues like rainwater in the meter boxes.

Meters are replaced when they fail or become hard to read. They are tested for accuracy when anomalies occur. If a meter is found to be registering more or less water than actual usage, or if it is damaged, it is replaced. Some districts have a proactive program that replaces meters when they reach a designated consumption level which is often at one million gallons.

Meters can be damaged in several ways. A concrete meter box lid can fall on the meter or the meter lens can be scratched due to the abrasion from sand inside the meter box. In high construction areas, meters can be damaged by vehicles running over them.

DEALING WITH ANY METER ISSUES

If a meter is no longer functioning or it is hard to read, the meter is coded on the handheld meter reading device. A report from the handheld is generated and sent to the manager for service. Our field operations department is responsible for ensuring broken meters are repaired or replaced as necessary.

HOW TO REACH US

If you have a concern about your meter and its accuracy, please contact us at Customer Service: 281.579.4500 or Service/Outages (24 hours): 281.398.8211.

On behalf of the Texas MUD Leadership Team

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