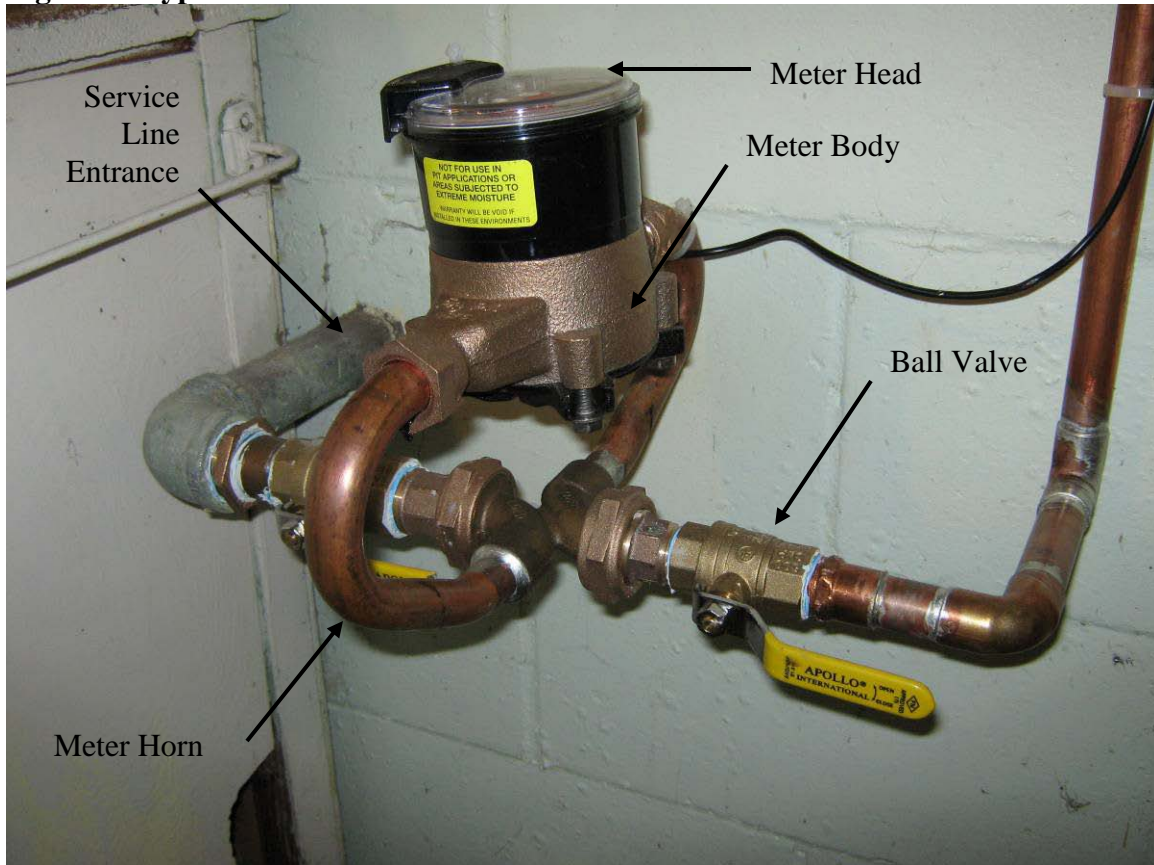


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Water Meters 101

Your water meter is located where the water service enters your home. Holland BPW water meters measure flow in cubic feet. There are 7.48 gallons in every cubic foot. The meter has a ball valve before and after the meter and the meter is set in a device known as a 'meter horn'.

Figure 1: Typical meter installation



Notice the meter horn that is holding the meter. The yellow handles are for the ball valves before and after the meter. Ball valves are better than gate valves because they are designed to not leak at higher pressures and they operate fully by rotating the handle 90 degrees. If the handle is parallel with the pipe the valve is on, the valve is open. If it is perpendicular to the pipe, it is closed.

The black wire running from the meter head goes to a unit that is typically mounted to the outside of the home for meter reading. This grey box device on the outside of the home is known as a Meter Transmitter Unit (MTU). This MTU receives signals from the meter and then it relays the meter readings twice a day to a set of towers around town. The process is automatic. The Holland BPW no longer uses meter readers to go from home to home reading people's meters.

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Figure 2: Typical MTU Installation



If you are residing your home, please contact the Holland BPW Water Services Group to have us come out and temporarily remove the MTU from your home. We will be happy to reinstall it once your siding project is done. This is a free service to our customers.

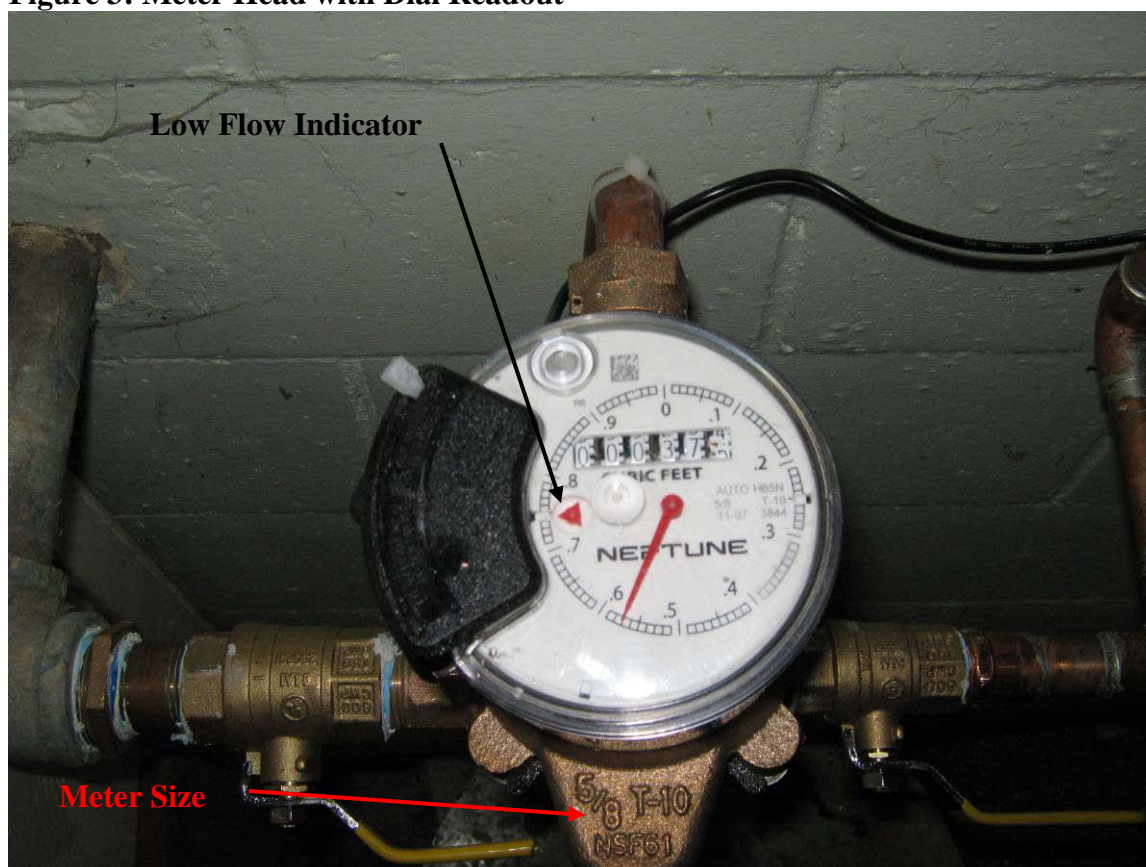
How do I read my meter?

You can read your meter by looking at the top of the meter head. The dial will indicate how many units you have consumed since the meter was installed. A 'unit' for the purposes of billing from the Holland BPW is equal to 100 cubic feet or 748 gallons. Our [water service rate](#) is equal to \$1.21 per 100 cubic feet used or \$1.62 per 1,000 gallons. The average water service rate in the United States is about \$2.50 per 1,000 gallons.

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Figure 3: Meter Head with Dial Readout



You will also notice the meter size is shown on the meter head. This is a $\frac{5}{8}$ " meter. That is the standard sized meter for a single family residential home. This meter has consumed 373.57 cubic feet since it was installed (approximately 3 weeks before the photo was taken). The large needle will make one full revolution for one cubic foot of water (7.48 gallons) used. The small red triangle dial is the leak indicator. If you are not using any water in your home that you are aware of and the small red triangle is turning, then there is likely a leak in your plumbing and it is time to call a licensed plumber. Be sure to get a plumbing permit from your local Building Department! [Please see our informative page on Water Leaks.](#)

You may notice that the top of the meter head is filled with a liquid. This liquid is for a more precise reading and is usually a type of mineral oil. There are security features on the meter that will show evidence of meter tampering. Most cases, the MTU will let the Holland BPW know if there has been any tampering with the meter and it will generate a visit from the Holland BPW. The meter is owned by the Holland BPW and meter tampering is a serious offense. The Holland BPW prosecutes those who tamper with metering equipment to the fullest extent of the law allowed. Tampering with meters is a form of utility theft which is against the law.

If there are any issues with your meter, please contact the Holland BPW Water Services Group at (616) 355-1643 between 7:30 AM and 4:00 PM weekdays.