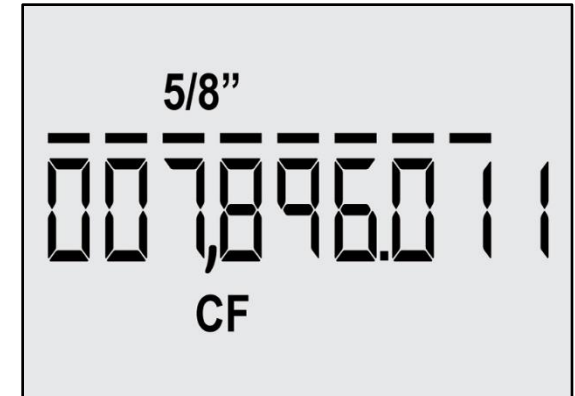


Reading Your Water Meter

The Long Beach Water Department (LBWD) is implementing a smart meter upgrade for all customers as part of our LiveSmartLB utility modernization program. These new meters are wirelessly read and deliver usage information directly to the utility over a secure radio network. The meter itself will continue to display readings at all times.

To calculate your water usage:

1. View the display. The numbers on the screen show total water usage since the meter has been installed.
2. LBWD reads and bills customers in units of hundred cubic feet (CCF). To read your meter, notate the number that is two places to the left of the decimal point, and drop the digits to the right. (Example: The reading in the illustration is 78 CCF.)
3. To calculate your usage for the month, subtract last month's reading from the current end of month number.



The steps to calculate the readings will remain the same. However, the brand of meter will vary among customers e.g. Sensus, Neptune and Master Meter. See the chart below for information on how to read our most common types of meters. You will need to carefully remove the meter lid in order to view the display. Alternatively, LBWD can provide your meter reading over the phone if you have a smart meter installed.



Sensus



Neptune



Master Meter

Open the cover and you will see the reading on the meter-face. The read in the photo above is 2 CCF. If the flag icon is lit, it means that there may be a leak on the customer's side of the meter.

***Additional Displays**

If the lid is closed and reopened a second time, an alarm display will appear. It will provide further information if there is an issue. Customers can also close and reopen the lid for a third time to see the current rate of water being consumed.

The read in the photo above is 8 CCF. An image of a dripping faucet will appear on this register if there has been consistent water use over 24 hours, which may indicate a leak.

The reading on this meter is 35 CCF. In the top left corner, we see that there is .2 gallons per minute of flow. (1 CCF equals 748 gallons.) The top middle box shows the alarms and direction of flow (arrows); and the + sign means there has been a leak registering for over 24 hours.