

## TOWN OF MOREHEAD CITY PUBLIC UTILITIES DEPARTMENT

In the event that you need to get into your water meter box, whether to check for leaks or in case of extreme water leak and you can't wait for a Water Department Technician to come cut it off for you, please see below. To request assistance, please call:

**City Hall:** 252-726-6848 ext. 112

**After Hours:** 252-726-3131

Insert a flathead screwdriver here, **PUSH AWAY FROM THE BOX** and remove lid carefully. Please replace lid securely on water meter box when finished. Please be careful working around the electronics located inside the water meter box.



# FREQUENTLY ASKED QUESTIONS

## Meter Description

The face of the E-Coder, illustrated in Figure 1, allows you to read various types of information available.

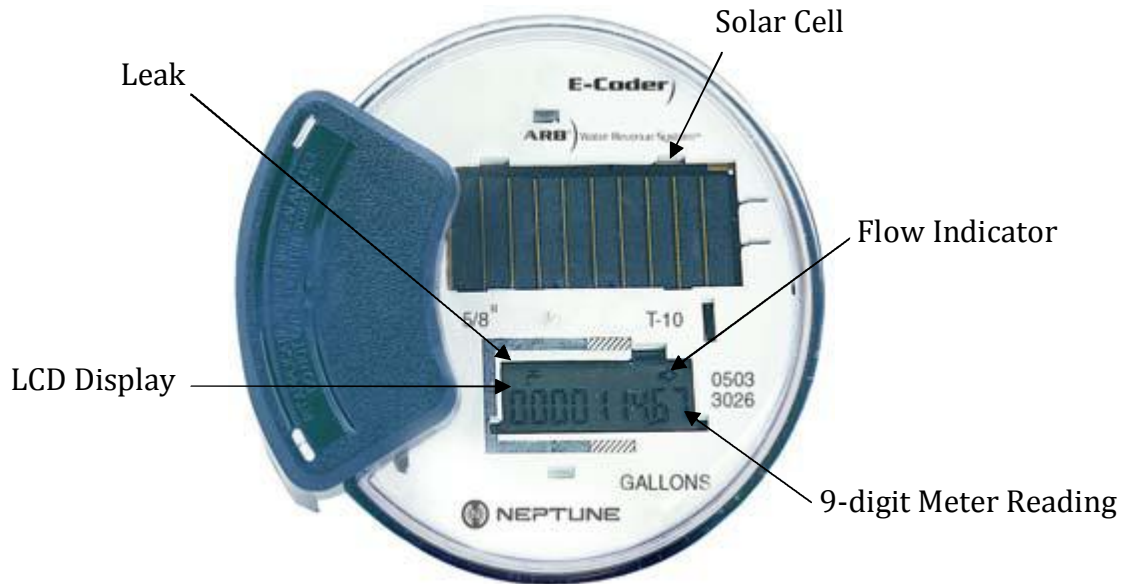


Figure 1 E - Coder Face

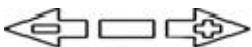
## How to Read

It is important to become familiar with the information available from the meter. To identify this information the following icons and displays are helpful.

## Icons and Displays



**Solar Cell**, located at the top of the E-Coder, supplies the power for the LCD to be activated. It is activated by light.



**Flow/Leak Indicator** shows the direction of flow through the meter:

**ON** Water in use.

**OFF** Water not in use.

**Flashing** Water is running slowly/low flow indication.



Leak indicator displays a possible leak:

**OFF** No leak indicated.

**Flashing** intermittent leak indicated. Water used during at least 50 of the 15-minute intervals in the last 24 hours (96 15-minute intervals in a 24-hour period).

**Continuous ON** Continuous leak indicated. Water used during all 15-minute intervals in the last 24 hours.

Nine-digit **LCD** displays the meter reading in billing units of gallons, cubic feet, or cubic meters. Last three digits



Last three: Testing units used for meter testing.  
Fifth & Sixth reading digits: Reading units  
First four digits: Typical billing digits.5

### Common Causes of Leaks

If the leak indicator is flashing or continuously on, the E-Coder is indicating that a possible leak may exist. Leaks can result from various circumstances. To better help you identify a possible leak; the following table contains some common causes of leak problems that can occur.

### Possible Leaks

*Possible Cause of Leak Intermittent Leak and Continuous Leak*

- Outside faucet, garden or sprinkler system leaking
- Toilet valve not sealed properly
- Toilet running
- Faucet in kitchen or bathrooms leaking
- Ice-maker leaking
- Soaker hose in use
- Leak between the water meter and the house
- Washing machine leaking
- Dishwasher leaking
- Hot water heater leaking
- Watering yard for more than eight hours
- Continuous pet feeder
- Water-cooled air conditioner or heat pump
- Filling a swimming pool
- Any continuous use of water for 24 hours

### How to Tell if Water is in Use

*To determine if water is in use, complete the following steps:*

- 1 Check the flow indicator, by watching for two minutes.

- 2 Determine the following conditions:
3. If the arrow is Flashing, then water is running very slowly.
4. If the arrow is continuous ON, water is running.
5. If the arrow does not flash, water is not running.


### **What to Do if There is a Leak**

*The following checklist can be helpful if the E-Coder leak indicator shows a possible leak.*

- Check all faucets for possible leaks.
- Check all toilets and toilet valves.
- Check the ice maker and water dispenser.
- Check the yard and surrounding grounds for a wet spot or indication of a pipe leaking.


### **If Continuous Leak is Repaired**

*If a continuous leak is found and repaired, complete the following steps:*

- 1 Use no water for at least 15 minutes.
- 2 Check the leak icon. 
- 3 If the leak has been correctly repaired, the leak icon changes from Continuous ON to Flashing. After 24 hours the leak icon will change from flashing to the OFF position.

### **If Intermittent Leak is Repaired**

*If an intermittent leak is found and repaired, complete the following steps:*

- 1 Check the leak icon  after at least 24 hours.
- 2 If the leak icon is OFF, then a leak is no longer indicated.