

TODD CREEK VILLAGE

METROPOLITAN DISTRICT

Proud to be your area water provider

TODD CREEK
VILLAGE

Can I Read My Meter Myself?

From time to time, we receive inquiries from customers interested in reading their own water meter. While in the past this was not something easily done, and therefore not allowed, that is changing with the water meter system upgrade the District is in the process of implementing.

With the upgraded meters, the District Rules and Regulations have recently been updated to allow customers to open meter pits to read their meter. It's important to note however, that opening the meter should only be undertaken using a special 5-point wrench, available at Core & Main, 9451 Yosemite St, in Henderson) to avoid rounding the head of the bolt and damaging the meter. A short instructional video on reading the meter display can be found via this link: <https://youtu.be/JX-sgGA4XZw>.



Please note that customers are not permitted to operate valves or do any work on the meter, or otherwise alter the meter pit enclosure—reading the meter and checking for leaks is the only authorized reason to open the meter pit. Any repair or replacement costs resulting from damage caused by the customer opening the meter pit, meter, or attempting to alter it in any way will be the sole financial responsibility of the customer. In the event damage does occur, all repair and replacement will be performed by the District and subsequently billed to the customer.

A majority of the meter heads look like the one pictured here, though there are a few brass meters in the system which look a little different, but still read the same as the meter pictured here. Additionally, there are still some older analog heads remaining in the system that can only be opened and read by District personnel. We are in the process of upgrading these remaining analog meters to the new digital meters as budget and time allows. Once the upgrade process is completed, we will be able to more quickly and accurately identify irregular water flow and potential leaks. Any customers who still have the older analog meter are welcome to reach out to the District office to request assistance and information on those older style meter heads.

Transparency Notice: Board meetings are held the second Thursday of each month at 2:00 pm via Zoom. The public is always welcome and encouraged to attend.



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