



Your Water Meter

Understanding how your water use is measured

Mount Pleasant Waterworks (MPW) uses positive displacement water meters manufactured in accordance with Standards established by the American Water Works Association. The meters are produced to exact specifications using high quality materials. All meters are tested for accuracy by the manufacturer before shipping.

The meter is located in a “Meter Box” which protects the meter from damage and allows access. There is also a shut off valve located before the meter which allows water service to be shut off in order to make a repair or change out the meter. In many cases, there is also a valve located after the meter.

MPW owns the meter and all the water pipes from the meter box back to the water main in the street. The owner of the property owns and is responsible for the water service line from the meter to the house as well as any in-home or property piping.

As water flows through the meter, the mechanical device inside the meter is displaced according to the volume of water used. The rotating feature is counted by a sealed register head. The meter cannot and will not record usage unless water flows through it.

Customers sometimes contact MPW expressing concern over a high bill and wonder if there is a faulty meter involved. Remember, the meter can not spin unless water flows through it. It is possible that a meter can be misread and we often re-read meters if MPW or the customer has a concern over an abnormal bill.

Most meters in the MPW system are equipped with Automated Meter Reading (AMR). A feature that allows the meter to be read by a device that transmits the meter reading through a radio frequency to a specially equipped MPW vehicle that collects the reading on a computer. The information is directly downloaded into our billing system. The automation allows for minimal errors and allows us to keep the operating costs of reading meters to a minimum.

