

We Are Here to Help

Customers may contact customer service at Ohio American Water, seven days a week, 24 hours a day at 1-800-673-5999 (toll free) or visit www.ohioamwater.com.

Residential and business customers may call the Public Utilities Commission of Ohio (PUCO), at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.puco.ohio.gov.

Residential customers may also contact the Ohio Consumers' Counsel (OCC) for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

In a world where everything we touch frequently changes, water is our constant. We've never stopped needing it to drink, to cook, to clean, to live. We'll always need it for sanitation, for fire protection, for watering our lawns and washing our cars.

It's easy to take water for granted. And because so many do, we don't.

We are scientists, environmentalists, innovators, and protectors. We are also residents and employees in the communities we serve. We understand how important, how precious, and how critical water is to daily life.

**WE CARE ABOUT WATER.
IT'S WHAT WE DO.**

Understanding Your Water Meter



Monitoring your water meter can help you track water usage and detect leaks

 CUT HERE AND PLACE ON YOUR SHUT-OFF VALVE

MAIN WATER SHUT-OFF VALVE DIRECTIONS

The main shut-off valve for your water is located inside your home and most often near where the cold water pipe enters your home.

In some cases, this valve is located on a pipe right before the water heater.

TO SHUT OFF WATER: If the turn off device is a hand wheel, turn it clockwise until it stops. This valve should always be completely open or completely closed and is never used to control the amount of water flow into the house.

If your turn off device is a ball valve, you need to make a 90 degree turn to shut the water off.

Printed on paper containing recycled content. Each ton of recycled paper saves 7,000 gallons of water.



Understanding your water meter can help you track the amount of water used and also help you detect leaks. There are many different types of water meters, but residential meters used by Ohio American Water are odometer-type meters (similar to the device that records miles traveled in a car).

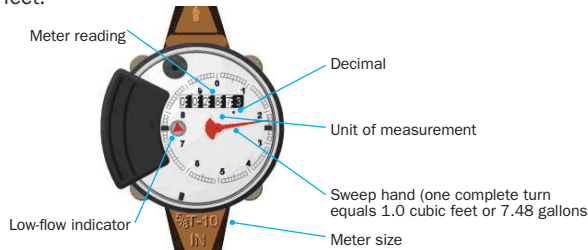
Where Is My Meter?

Your meter is located in one of two places. It is either inside your home near the location that the water line enters your residence, or outside in a meter pit near the front of your lawn near your property line or right of way. Water meters in meter pits are housed in a meter box with a metal lid which is usually marked “water.” In order to avoid creating an unsafe condition, you should contact Ohio American Water for assistance in accessing meters in meter pits.

If your meter is in a meter pit outside your home, please keep the meter box clear of debris. You should not park cars, put landscaping rocks, grass clippings, leaves or other objects on top of the meter box that can hamper our ability to read the meter.

How to Read Your Water Meter

The odometer-type meter reading shows the cubic feet or gallons used with a series of numbers in a small window. You can calculate the difference between readings to determine the volume of water used. Your bill shows usage in terms of cubic feet.



This illustration depicts an odometer-type meter.

Converting CCF to Gallons

748 gallons = 1 ccf (100 cubic feet)

Multiply the number of ccf by 748 gallons to get the number of gallons used.

Example: 12 ccf x 748 gallons = 8,976 gallons

Keep in mind that you might be checking your meter on a date different from the one used for billing, and it is possible there is a difference in the amount you find, compared with the amount on which your bill is based. If your reading is considerably higher than what is on your bill, check for a leak or try to determine the source of large water use. If your reading is significantly lower than the reading on your bill, please contact Ohio American Water’s Customer Service Center, seven days a week, 24 hours a day at 1-800-673-5999.

Checking for Leaks

If all faucets and appliances that use water in your house are shut off and the red triangle (the low flow indicator) on the meter is still moving, then there is water running somewhere in your home and you should investigate to determine if there may be a leak.

Another way to check for leaks is to write down the numbers and location of the dial indicator. Do not use any water for two hours, then after two hours read the meter again. If the numbers have changed, you may have a leak and should investigate further.

Meter Accuracy

Water meters measure flow with 98-100 percent accuracy. However, after many years of service, meters may record less than the actual amount used. It is rare for a meter to register “high” or “fast”. Keep in mind that you always have the right to have your meter tested for accuracy.

Requesting a Meter Test

Ohio Administrative Code 4901:1-15-19 requires the meter test be performed within 30 days of your request and gives the company 30 days to make any necessary billing adjustments when warranted. The company or customer may request that the test be performed in the presence of a staff member of the Public Utilities Commission of Ohio. The customer also has the right to be present. By statute, the customer has to pay for the test if there is more than one meter test within a three year period and the meter is found to be accurate.

Check Your Shut-Off Valve

Your main water shut-off valve is very important in the event you need to shut off your water for making repairs or to quickly isolate any leaks in the home. Ohio American Water suggests that you operate the shut-off valve on the inlet side of your meter inside your home at least once a year to make sure it is working properly. You should also make sure everyone in the home is aware of the shut-off valve’s location.

Your main water SHUT-OFF VALVE



OHIO
AMERICAN WATER

www.ohioamwater.com
1-800-673-5999

In case of emergency, everyone in the family should be able to locate your water shut-off valve.

(SHUT-OFF DIRECTIONS ON THE OTHER SIDE)

CUT HERE AND PLACE ON YOUR SHUT-OFF VALVE

