

## UNDERSTANDING YOUR MONTHLY UTILITY BILL

City of Pembroke Pines Utility accounts are billed in thousand gallon increments.

All gallons over the 1,000 gallon mark that register on the water meter at the time the meter is read are billed in the next billing cycle.

For example:

### March bill:

|                |   |   |   |   |   |   |   |
|----------------|---|---|---|---|---|---|---|
| Previous Read: | 0 | 0 | 2 | 4 | 3 | 2 | 0 |
| Current Read:  | 0 | 0 | 2 | 7 | 4 | 9 | 0 |

**Consumption:** 3

March reading was 27.490

Customer was not billed for the 490 gallons additional. They were billed up through the reading of 27,000 gallon reading.

(Please See below)

### April bill:

|                |   |   |   |   |   |   |   |
|----------------|---|---|---|---|---|---|---|
| Previous Read: | 0 | 0 | 2 | 7 | 4 | 9 | 0 |
| Current Read:  | 0 | 0 | 3 | 1 | 9 | 9 | 0 |

**Consumption:** 4

In April

Customer was billed for:

490 gallons (utilized in March)

510 gallons that brings the reading up to 28,000 (customer will not be billed for the 990 gallons over the reading of 31,000 gallons until the following month)

$490 + 510 + 3,000 = 4,000$  is what customer is billed for.

### May bill:

|                |   |   |   |   |   |   |   |   |
|----------------|---|---|---|---|---|---|---|---|
| Previous Read: | 0 | 0 | 0 | 3 | 1 | 9 | 9 | 0 |
| Current Read:  | 0 | 0 | 0 | 3 | 7 | 0 | 3 | 0 |

**Consumption:** 6

In May

Customer was billed for:

990 gallons (utilized in April)

10 gallons that brings the reading up to 32,000 (customer will not be billed for the 30 gallons over the reading of 37,000 until the following month)

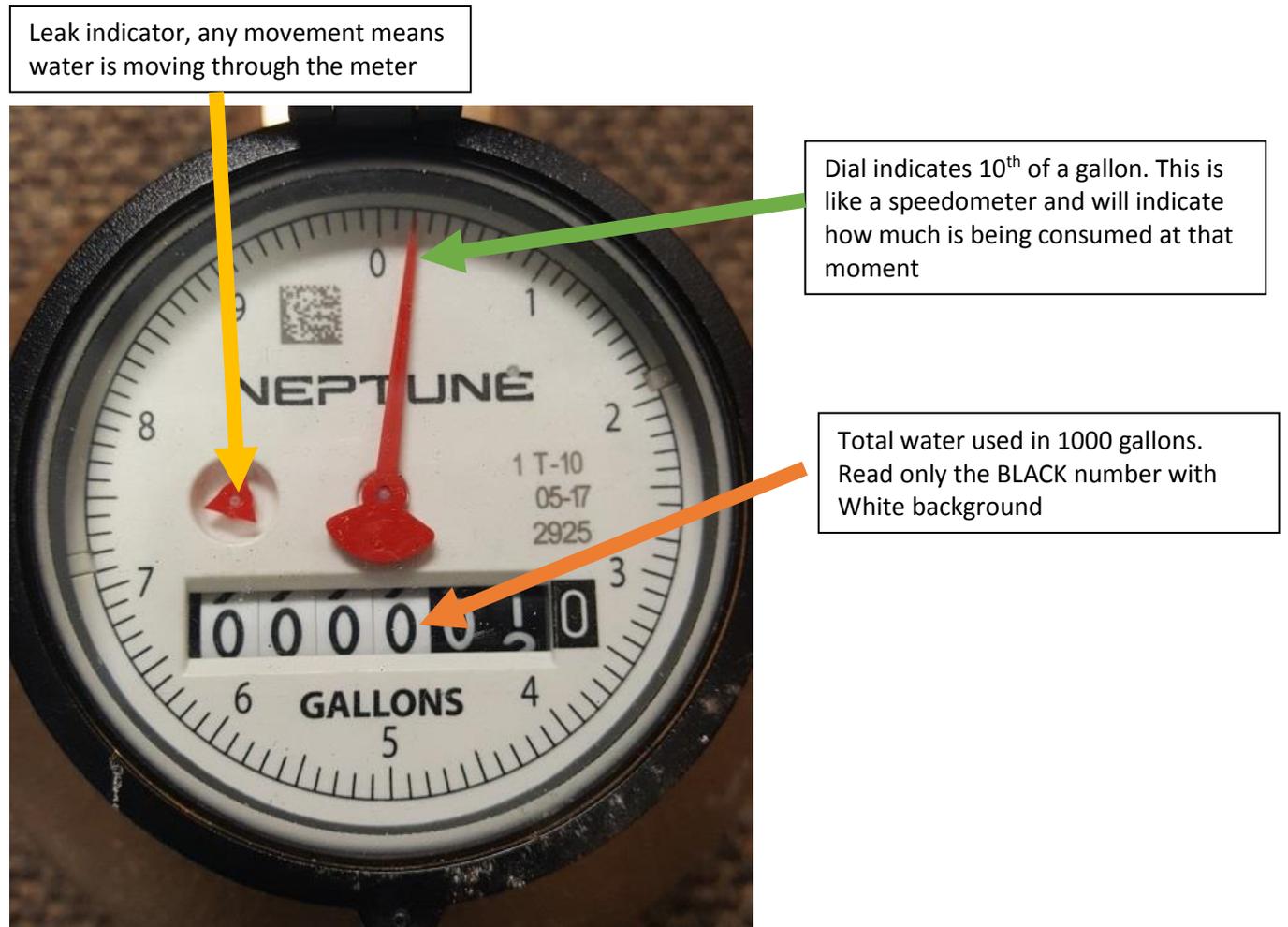
$990 + 10 + 5,000 = 6,000$  is what customer is billed for.

## UNDERSTANDING YOUR MONTHLY UTILITY BILL

The city of Pembroke Pines calculates your monthly Utility bill in thousands (1,000s) of gallons.

See below how to read a direct read/manual read water meter.

We encourage our citizens to read and validate the meter reading that they see on their Utility bill. Reading the water meter can also help you monitor your water use and check for water leaks.



\* If the meter is not accessible or if the meter tech is unable to establish a meter reading due to the following just to name a few: meter is fogged, meter box is flooded, car parked over meter box, bees in meter box; overgrown vegetation or potted plants obstructing meter box, animals in meter box, dog in yard (or posted sign stating such), or gate locked, then billing system will estimate the meter reading based on the past three months average consumption. Your Utility bill will reflect the type of reading with either a letter code "E" or the words "Estimated Read"

# UNDERSTANDING YOUR MONTHLY UTILITY BILL



Flip open lid to expose face of meter.

## INTRODUCTION

◊ Your new Neptune meter is a radio frequency unit that collects meter-usage data and transmits the data for collection.

◊ This data is transmitted to a Neptune mobile handheld device used by our meter readers.

## FEATURES

◊ The usage data logging capability provides up to the hour consumption data that is recorded as it happens, every hour on the hour.

◊ The leak indicator checks usage every 15 minutes in a 24 hour period.

◊ This information can be computed into a graphic chart (if necessary) to show daily or hourly consumption.

◊ The chart helps identify problems such as a possible leak.

## About Your Neptune Water Meter

### LIGHT SENSOR

- ◊ Recessed small hole (next to the word NEPTUNE).
- ◊ Supplies the power for the LCD panel (light activated)

On your LCD screen you may see the following icons:



### LEAK INDICATOR

◊ Displays a possible leak

**OFF** No leak indicated

**Flashing**  
Intermittent leak indicates that water has been used for at least 15 minute intervals during a 24 hour period

**On Continuously**  
Indicates water use for all 96 15 minute intervals during a 24 hour period



### FLOW INDICATOR

◊ Shows the direction of flow through the meter.

**ON** Water in use

**OFF** Water not in use

**Flashing** Water is running slowly

(-) Reverse flow

(+) Forward flow



0000000.15

**LCD Display**  
◊ Nine digit LCD displays the meter reading in billing units of gallons

The reading is followed by two decimal points

◊ The first decimal point is a tenth of a gallon

◊ The second decimal point is a hundredth of a gallon

### How to read your meter

◊ The reading in the photo is 0.15 gallons

### RATE

#### RATE OF FLOW

◊ Average flow rate is displayed every 6 seconds on LCD display.

◊ This indicates how many gallons per minute are going through your meter