

READING YOUR SMART WATER METER



How to Read Your Smart Water Meter?

① LOCATE YOUR WATER METER BOX

Your water meter box is typically located near the front of your property, close to the street, enclosed in a concrete box with a dark lid labeled "water." In order to open the lid, it is recommended to use a tool such as a large screwdriver by inserting it into one of the holes and gently prying off the lid.

Inside the box, you may encounter wasps, bees, ants, and arachnids. Avoid using your hands to open the lid.

WARNING: *If you have one of our new Smart Water Meters, a transmitter will be affixed to the lid with a wire connecting it to the meter. It's extremely important not to damage these wires. In the event of damage to Eastside Utility District's equipment, including but not limited to the meter box, lid, meter, transmitter, or connecting wire, the District will repair or replace all affected equipment at the customer's expense. Eastside Utility District is not liable for any personal injuries or damage to the customer's equipment and/or facilities.*

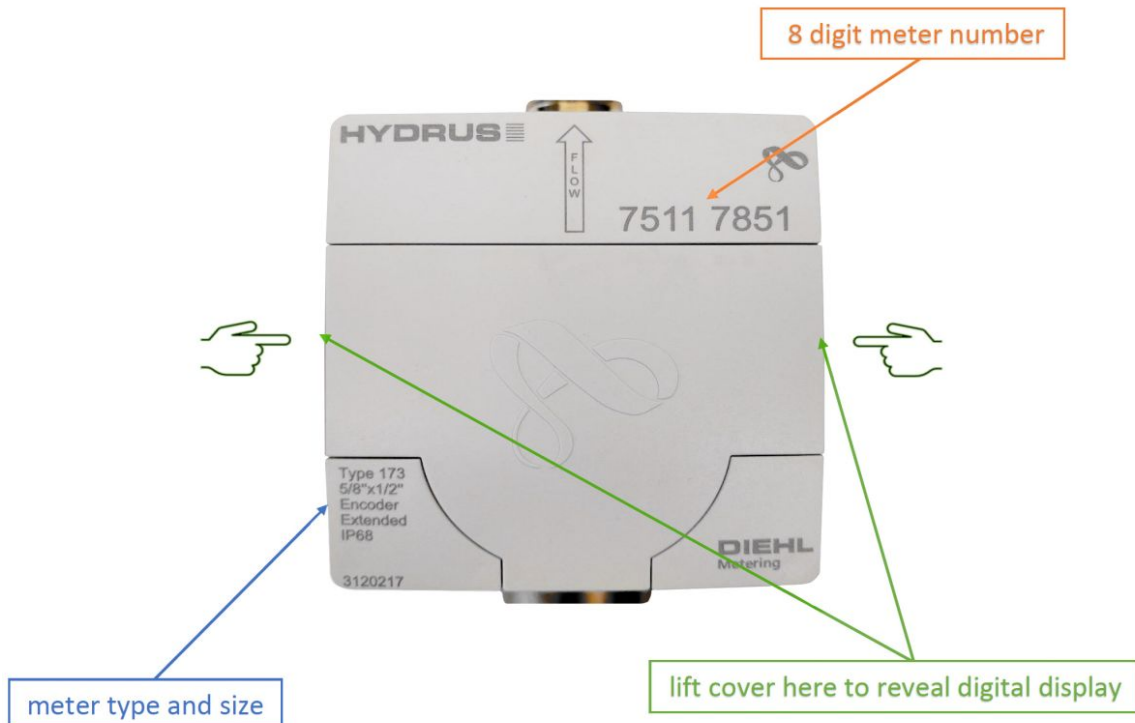
② INSIDE THE WATER METER BOX

When you open the meter box cover, you'll see a light gray Diehl Hydrus smart water meter.

On the front of the protective cover, you will see:

- An 8 digit meter number located at the top right.
- The meter type and size located at the bottom left.

Lift the gray lid to reveal the digital display.



③ READING THE METER

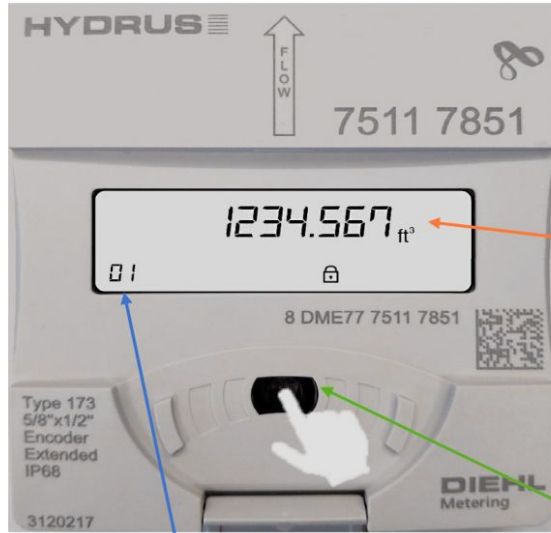
Screen One (01) shows the total water consumption measured in cubic feet. Read the number display from left to right; This is your meter reading. Water consumption charges are rounded to the nearest hundred cubic foot used during a billing period.

When the meter door is opened, the meter will flash a screen check, then the current usage reading. It will remain for 10 seconds. The meter will then rotate through four screens described further down in this article.

To toggle manually between screens, locate the black optic eye sensor directly below the screen and use your finger to cover / uncover the sensor. To remain on the current screen, continuously hold your finger over the sensor.

Note: If the protective lid is left open, the display will shut off after four (4) minutes to save battery life. To display again, cover / uncover the sensor with your finger or by closing and opening the lid.

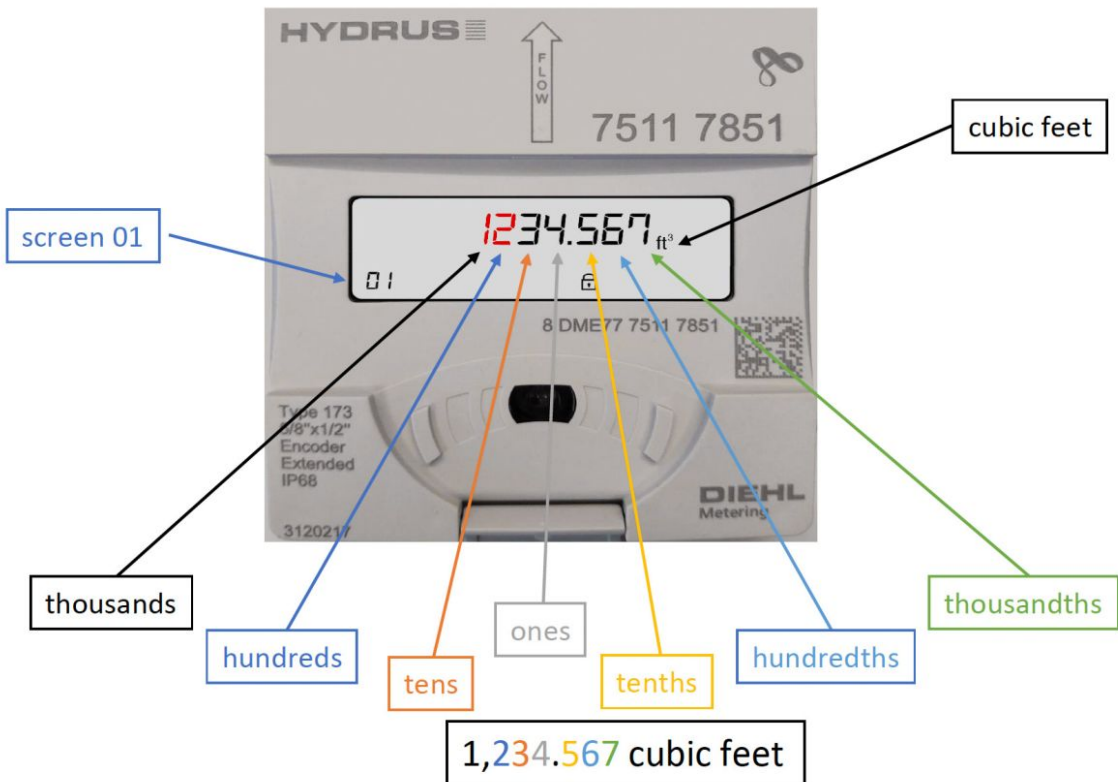
SCREEN 01



total consumption is displayed here (1,234.567 cubic feet)

cover and uncover sensor with finger to toggle through screens

screen numbers are displayed here



Charges for the amount of water consumed are rounded to the nearest hundred cubic foot used during a billing period.

④ COMPARE THE METER TO YOUR BILL

Water consumption charges are rounded to the nearest hundred cubic foot used during a billing period. Compare the reading from **Screen One (01)** to what your bill states as your current / present reading.

Keep in mind that you might be checking your meter on a date different from the one used for billing. This could result in a difference in the amount you find, compared with the amount on which your bill is based. However, if your reading is considerably higher than what is on your bill, [click here to 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 us for assistance.

COMPARE THE METER TO YOUR BILL

your 8 digit meter number

current billing read [12]

**current billing read [12] X 100 = 1200
billed consumption = 1,200 cubic feet**

**1 cubic foot = 7.48 gallons
X 1,200 cubic feet
billed consumption 8,976 gallons**

Eastside Utility District
P.O. Box 22037
Chattanooga, Tennessee 37422
(423) 480-2890 • (423) 480-0596
customer.service@eastsideutility.com
www.eastsideutility.com

Bank Draft on 02/15/2024 - DO NOT PAY

Account Information

ACCOUNT NUMBER	
DATE OF BILL	01/31/2024
BALANCE FORWARD	0.00
AMOUNT DUE	50.60
LATE CHARGE AMOUNT	4.54
TOTAL AMOUNT DUE	55.14
DEB. DATE	02/15/24

Payable Net 15 days.

Sample Customer
3018 Hickory Valley Rd
Chattanooga, TN 37421

Water Consumption

DATE	READING	CONSUMPTION	NET AMOUNT
01/11/2024	23.64		
12/12/2023	11.98		
11/17/2023	5.90		
11/10/2023	38.01		
11/09/2023	37.01		
11/09/2023	1.00		
12/20/23	0.00	0.00	0.00
01/29/24	0.00	0.00	55.14
			50.60

YOUR NEW CUSTOMER PORTAL IS NOW READY. REGISTER AT WWW.EASTSIDEUTILITY.COM

DO NOT PAY ON DOKO.COM (UNTIL YOU RECEIVE A LEAK ALERT MESSAGE) - 2024. IF YOU DO NOT RECEIVE A MESSAGE BY 02/15/2024, PLEASE CONTACT US AT 423-480-1935.

SIGN UP ONLINE FOR OUR NEW ALERT SYSTEM

Office Hours:
Monday - Friday
8:00 a.m. - 5:00 p.m.
Closed Saturday, Sunday, and Holidays.

For your convenience, the bill may be paid at our Office or Night Drop (located by the front door) by Return Mail, at any First Tennessee Bank or Village Market (the bill cannot be paid here and you must have your ID). Online or through our Automated Phone System.

Schedule of applicable rates, rules and regulations are available at our office, 3018 Hickory Valley Road.

Failure to receive bill does not relieve consumer of payment and penalty. If bill remains unpaid past the "PAY GROSS/AFTRER" date, service will be disconnected without further notice. An applicable Re-connection Fee MUST BE PAID before service is restored.

A fee will be charged on all returned checks and automatic bank drafts.

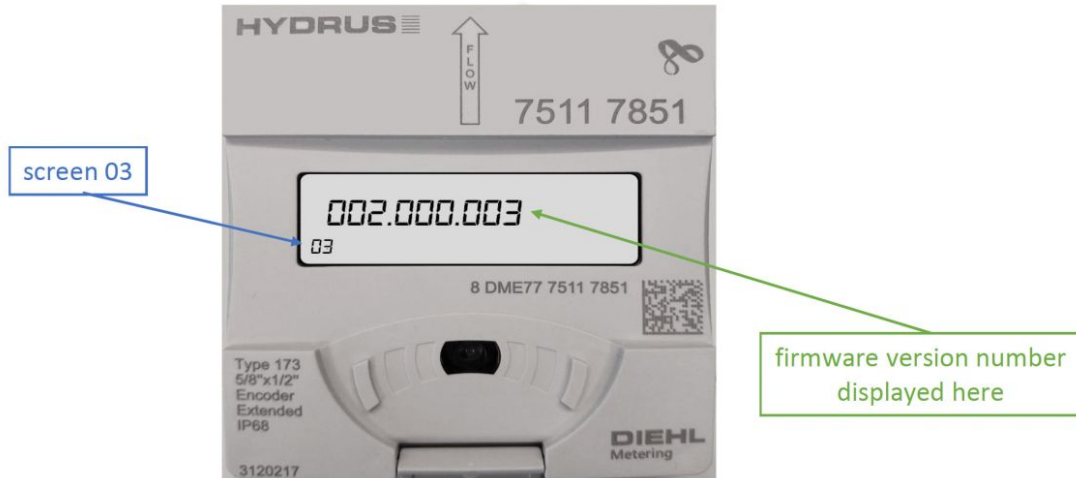
Regular Commission meetings are held on the 2nd Thursday of each month, at 5:30 p.m., at our Office, located at 3018 Hickory Valley Road.

⑤ SCREEN 03

Screen 03 displays the firmware version number. (Please note there is not a Screen 02.)

NOTE: there is no screen 02

SCREEN 03

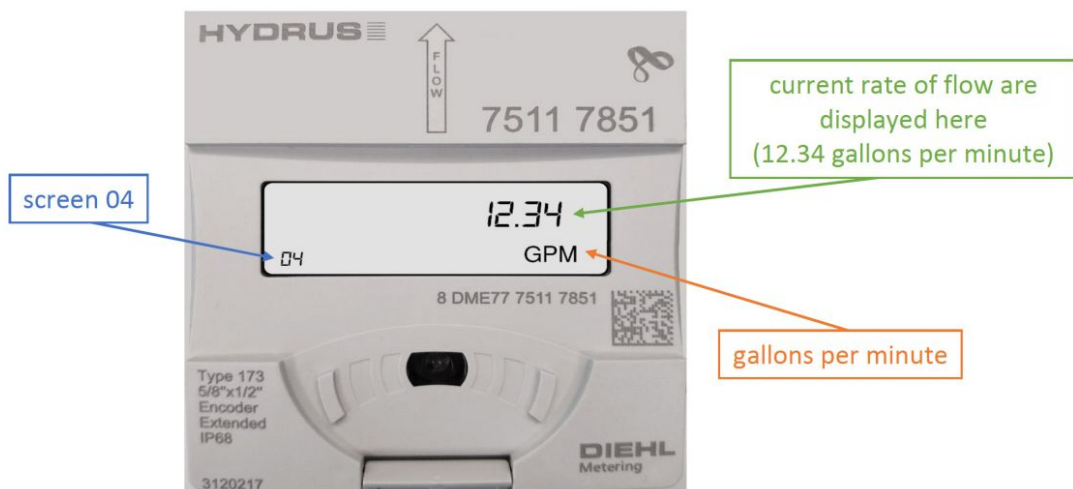


Displayed is the current firmware version installed on meter

⑥ SCREEN 04

Screen 04 displays the current usage in real time. Flow is displayed in gallons per minute.

SCREEN 04



use this screen to detect current water flow through meter (a reading of 0.00 GPM indicates no current flow through meter)

⑦ SCREEN 05

Screen 05 displays any errors the meter currently has. In this example, this is a new meter. So, it is passing an "Possible Air in Line" E07 Error Code.

- A5: Possible Leakage
- A06 / H06: Possible Backflow
- E07: Possible Air in Line
- A09: Low Battery
- E12 / A12 / H12: No Usage
- E13 / A13 / H13: High Temperature
- E14 / A14 / H14: Freeze Risk

SCREEN 05

