The City of Oviedo FLORIDA

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Automated Meter Read System Frequently Ask Questions

Why Did The City Change to an Automated Meter Read System?

The City of Oviedo is utilizing "***green technology***" radio read water meters. The meters have digital encoder chip displays, instead of dials, and will use secure radio frequency transmissions to extract water billing reads. Instead of manually walking door-to-door to read each meter, customer water usage information will be obtained by driving near a home in a vehicle equipped with a special radio receiver and computer.

The newer digital meter model offers several customer service improvements. The wireless technology pays for itself with increased efficiencies; improve meter reading accuracy and a reduction in manpower necessary to read meters. The encoder stores historical water use automatically in valuable hourly increments up to 96 days, which trained Utility Technician, can retrieve to help identify customer service issues. The meter also has a visual potential leak indicator for customer reference.

Where is The Water Meter?

Your water meter is normally located in an underground box in the City easement near the street. The radio read meters are typically read every month with drive by technology which limits human data entry error. Customers can obtain valuable information by simply accessing the meter box lid and looking at the meter face plate. See the diagram on the back page for more information.

How do I Read My Own Meter?

Your meter was made by Neptune. It is equipped with a light sensor cell which activates the LCD panel. In order to activate the digital panel you will need a high-powered flashlight or direct sunlight. A typical 3-inch camping flashlight works great. Just hold the flashlight over the **light senor (3)** and within a few seconds you will begin seeing the reading in the **LCD display box (6)** located just below the cell. Continue holding the flashlight over the cell to retrieve information:

- The **average rate of flow (4)** is displayed every 6 seconds alternating with the reading. Flow rate is in gallons per minute. The usage history recorder starts at zero (0.0). To get the reading, begin from the left and write down the numbers. The meter reading is shown in US gallons. Customers will need to read left to right up to the decimal point for gallons used.
- The meter is also equipped with a **leak indicator** with diagnostics programming**.** If you see a water faucet above the numbers on the left hand side the meter diagnostics, it indicates a possible leak. The meter monitors a 24-hour period in fifteen-minute intervals. If the faucet is flashing, this indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. If the faucet is showing continuously, this indicates that water was on for all of the 96 15-minute intervals during a 24-hour period.
- The **flow indicator** arrow shows the direction of flow through the meter. If you do not see the arrow, then water is not in use. If the arrow is flashing, then water is running slowly.

Replaceable Battery 1
Antenna 2
Light Sensor 3
Flow Indicators 4
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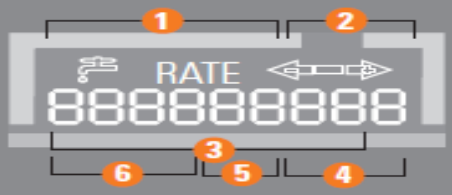
LCD Display 6
T-10 Meter 7

E-Coder R900*i*™

	LIGHT SENSOR Recessed under the small hole near the center of the face-plate of the E-Coder)R900*i*, supplies the power for the LCD panel (light activated) as well as the activation of the data logging extraction.
	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.
	LEAK INDICATOR Displays a possible leak: **OFF** No leak indicated. **FLASHING** Intermittent leak indicates that water has been used for at least 50 of the 96 15-minute intervals during a 24-hour period. **ON CONTINUOUSLY** Indicates water use for all 96 15-minute intervals during a 24-hour period.
RATE	**RATE OF FLOW** Average flow rate is displayed every six seconds on LCD display.
RF LOG	**DATA LOGGING** Displayed on LCD during extraction of data logging consumption data. *"DL" on dial face denotes data logging
	LCD DISPLAY Nine-digit LCD displays the meter reading in billing units of measure: U.S. gallons, cubic feet, Imperial gallons, or cubic metres. 1 E-Coder Basic Reading/Customary 6-digit remote reading 2 Customary sweep hand digits 3 E-CoderPLUS Reading (8-digit remote reading) 4 Testing units used for diagnostics 5 Extended reading units 6 Customary billing units



If you still have problems reading your meter, please feel free to stop at our office or call 407-971-5691 and we would be happy to give you a demonstration.

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