



Why Water Metering Is Complicated

1. Hard-to-read meters

Extra zeroes and counters + dials can be confusing. The fact that CCF and HCF both mean hundreds of cubic feet doesn't help.

2. Conversion errors

The meter and the utility bill aren't always in the same units, and conversion mistakes are all too easy to make.

3. Quarterly billing

The fact that water is billed quarterly makes it more challenging to straighten out when it's wrong.

4. Inaccessibility

Water meters are typically the hardest to physically get to, which makes the readings harder to get right. We've seen them in pits, behind walls, behind stoves, and in ceilings.

5. Wrong meter for the job

Often, the plumber is asked to buy and install the water meter but is given no information about what's needed to make the meters useful.

6. Tricky to allocate

Water is used all over: bathrooms & kitchens but also cooling towers & irrigation. Leases aren't always clear about how to bill tenants for these different uses.

7. Encoder issues (devices that transmit the reading for collection)

- *Problem #1:* The encoder only communicates with proprietary devices.
- *Problem #2:* Encoders don't always send the readings in the same units as the meter, which may not be accounted for in the billing calculations.