How to Check Your Water Meter

CITY OF woodbury

Since 2017, the city has been working to install new water meters. This meter replacement is necessary as meters reach their useful life expectancy. There are two types of meters that have been installed: E-Coder and ProCoder. If your home was built after 2017 or city staff has recently replaced your meter, you likely have one of these two types of meters.
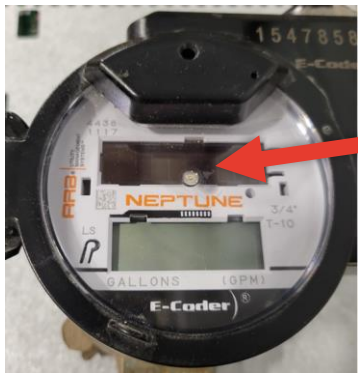
New Models

With these meters, city staff has the capability to create a data log upon request. A data log will provide hourly reads for the past 96 days as well as a graph of water use at your home. If you would like to have this done, please call Public Works at 651-714-3720.

Neptune E-Coder

Installed 2017-2020, these meters have an LCD display. Once exposing the panel to a light source (such as a flashlight), numbers will show on the display. The first set of numbers will be a test, followed by the E-Coder's manufacturing configuration, followed by two reading screens.

A guide to reading your E-Coder meter can be found at woodburymn.gov/UtilityBilling, or scan the QR code.

Solar Panel: Shine light source here to activate.

Neptune ProCoder

Installed 2021 and later, these meters have a dial display, similar to the older models. Read the first four digits from left to right to get the gallons. The sweep hand will be moving if water is running through your meter and will be stationary if there is no water running. This is helpful when trying to determine if you have a leak.

A guide to reading your ProCoder meter can be found at woodburymn.gov/UtilityBilling, or scan the QR code.

0	0	0	0	0	0	0	.	0
1M	100K	10K	1K	100	10	1		0.1

1 Product Size & Type

2 Mechanical Wheel Bank

3 Sweep Hand

4 Date of Manufacture

Old Models

If you have not had a new meter installed after 2017, you likely have an older style meter. In that case, we cannot data log your meter, but you can do some checks yourself.

- Older meters have either a sweep hand (similar to the ProCoder model) or a small red triangle. These react the same where if water is passing through the meter, it will spin. If there is no water and the meter is functioning properly, it will not spin.
- You can read the digits the same as the ProCoder. If you want to see how much water you use in a day, take a reading and record the time then read the meter the next day at the same time. Subtract day 1 from day 2 to get the gallons used in the last 24 hours.
- To test whether or not you have a small leak that you cannot find, record the reading when you know for sure you will not be using water for anything (toilets, laundry, dishes, etc.). This works best if there will be no one in the house for a period of time. Upon returning, before using any water, record the reading again. It should not be any different. If it has changed, you had water running while you were gone.

See reverse side to learn how to check for leaks

Checking for Leaks

Check all toilets and water softener

- Drop a dye tablet or add a few drops of food coloring into the tank at the back of your toilet and wait 10 minutes. (While you wait, look at your water use and walk through your home using the tips below.)
- If the color shows up in the bowl, you have a leak that can probably be fixed by replacing an old or faulty toilet flapper.
- Don't forget to flush the toilet afterwards to remove any dye in the bowl.
- If you have a water softener, try bypassing to make sure that isn't malfunctioning. The best way to determine how to bypass your softener would be to search online for instructions using the make and model of your softener.

Check all faucets and fixtures in your home

- Look under sinks and check all faucets and shower heads for drips. Leaky faucets can be fixed by checking faucet washers and gaskets for wear and replacing them if necessary.
- Most leaky shower heads can be fixed by ensuring a tight connection using pipe tape and a wrench.
- If you are replacing a shower head or faucet, look for one that has earned the EPA's WaterSense label.
- Don't forget about basement sinks and toilets, which are often rarely used.

Check outside your home

- Inspect outside spigots and garden hose connections.
- An irrigation system should be checked each spring to make sure it wasn't damaged by frost over the winter.

More information

- The Environmental Protection Agency's website has much more information on identifying and fixing leaks. Learn more at epa.gov/watersense/fix-leak-week, or scan the QR code below.

Still concerned?

Contact Public Works for a courtesy leak check.
651-714-3720 | publicworks@woodburymn.gov