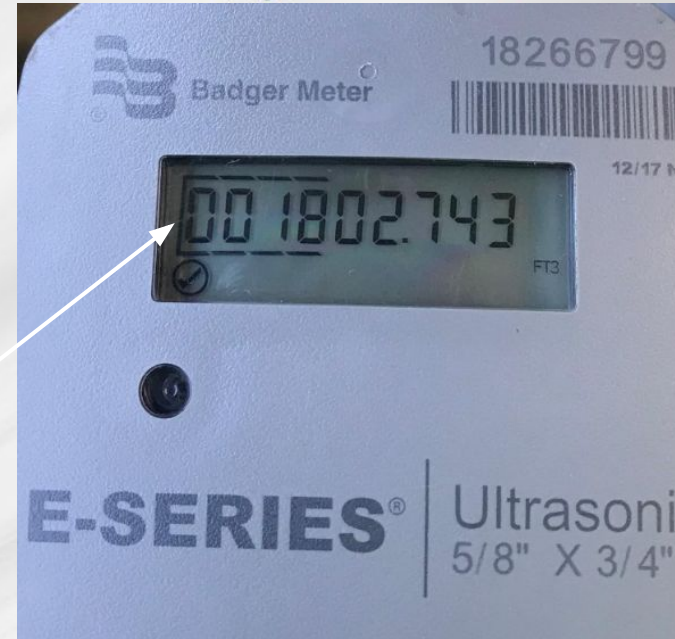


Display Basics - E-Series Badger

E-Series meters are equipped with built-in cellular communication modules (e.g., LTE, 4G) that enable them to transmit data without the need for Wi-Fi or additional network infrastructure. The meter is connected to a unique endpoint which transmits the data.

The meter collects water usage data and sends it at scheduled intervals via secure cellular networks directly to cloud-based platforms, such as EyeOnWater.

The meter reading field captures the total usage throughout the meter's lifespan. To ensure accurate billing, usage is calculated by comparing readings over a specific period, which forms the basis for each billing cycle.



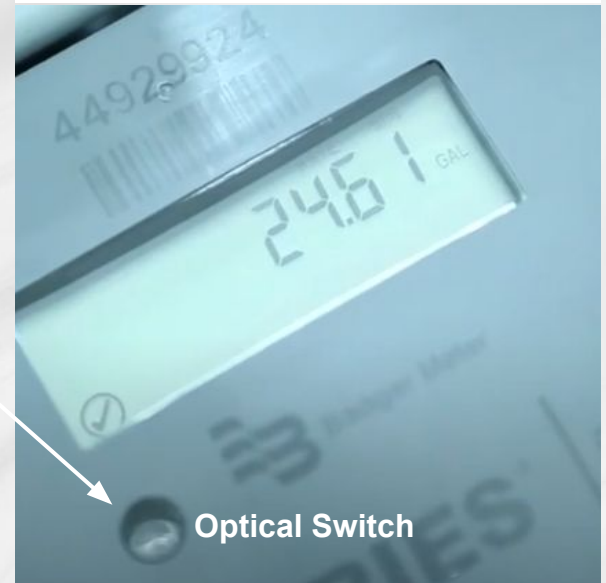
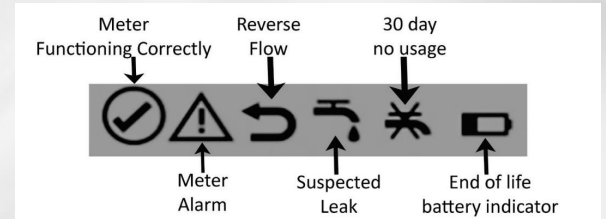
Water Flowing Without A Leak - E-Series Badger



Under the reading display, you may see one or more symbols that represent errors or alerts. You should always see the first symbol on the left active, as that means the meter is functioning correctly. The rest of the alerts or errors are listed to the right.

Swipe your finger over the Optical Switch indicated on the right to switch the display to the GPM (Gallons Per Minute) screen. If you have water flowing, you will see this display begin calculating your Flow Rate. This does not mean you have a leak.

If you have all of your water turned off, and see a Flow Rate higher than 0.00, this means there is a source of water flowing that you may be unaware of. Check all of your indoor and outdoor water spouts. If you can't find anything, you may have a leak present at your home. Unfortunately, the meter cannot determine the location of a leak beyond the meter itself. You may need to contact a plumber to locate and repair the leak.



Leak Indicator - E-Series Badger

When constant usage has been detected every 15 minutes, for at least 24 hours, a leak alert will be triggered and appear on the display of the meter. It appears as a droplet of water coming out of a faucet.

Alerts can be set up in EyeOnWater, and depending on certain parameters you set up, you can be alerted to any potential leaks. You can find Sign Up instructions on the final slide.

Swipe your finger over the Optical Switch indicated on the right to switch the display to the GPM (Gallons Per Minute) screen. If you see the leak alert symbol active and a flow rate higher than 0.00 on your meter, you likely have a leak. Check to see if you have any faucets turned on inside, hose bibs turned on outside, or any noticeable puddles of water around your property or in your residence.

Some districts offer Leak Adjustments when a leak is discovered and repaired by the customer, please reach out to Customer Service for more details. Contact information will be on the final slide.



How to Read – E-Series Badger (Example #1)

The read you see on your bill is gathered by our Electronic systems, and sometimes by Meter Technicians in the field if there are hardware or software issues. The read taken to calculate your bill is interpreted from the numbers you see on the right. The unit that we bill from will depend on the District you live in.

To find the number position of E-Series meters, we need to find the decimal. The decimal will be placed right after the Ones position, which will reveal the other positions. From there, we will determine the Billing read. The decimal position on this meter means it measures water to the Thousandths of a gallon.

Ones = 2, Tens = 0, Hundreds = 8, Thousands = 1,
Ten-Thousands = 0, Hundred-Thousands = 0, Millions = 0

Billing Read from Hundreds position = 18

Billing Read from Thousands position = 1



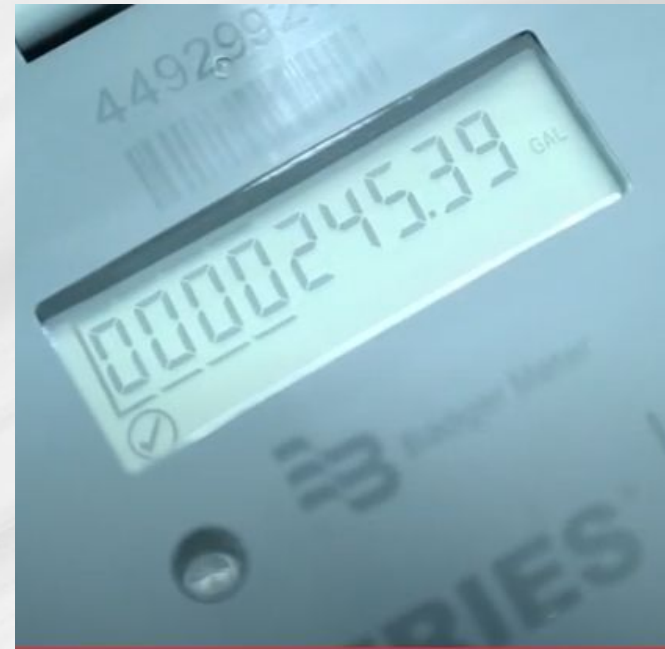
How to Read – E-Series Badger (Example #3)

This meter includes a decimal before two digits, meaning this meter measures water to the Hundredths of a gallon. A small decimal appears to the left of the 3. To obtain an accurate reading, we need to find the Ones position. The 5 on this reading is our Ones position.

**Ones = 5, Tens = 4, Hundreds = 2, Thousands = 0,
Ten-Thousands = 0, Hundred-Thousands = 0, Millions = 0**

Billing Read from Hundreds position = 0

Billing Read from Thousands position = 0



How to Read – E-Series Badger (Example #2)



To obtain an accurate reading, we need to find the decimal. Notice how the decimal position has moved in this example. The decimal is before the 2, making the 8 to the left of the decimal the Ones position. The decimal position on this meter means it measures water to the Tenths of a gallon.

Do not assume that if a meter is the same size, the billing read would be calculated the same. Decimal positions vary by meter size **and/or** internal programming. Finding the decimal on Electronic meters is crucial and will affect the Billing read if calculated incorrectly.

**Ones = 8, Tens = 9, Hundreds = 3, Thousands = 3,
Ten-Thousands = 5, Hundred-Thousands = 1, Millions = 0**

Billing Read from Hundreds position = 1533

Billing Read from Thousands position = 153





For Billing inquiries or assistance with EyeOnWater, please contact Customer Service at: customerservice@crossroadsus.com

To sign up for EyeOnWater on the Website, follow these steps:

[EyeOnWater Sign-Up](#)

1. Click "**CREATE ACCOUNT**"
 - **Account Number:** Enter the account number exactly as it appears on your bill.
 - **Service or Billing ZIP/Postal:** Use the ZIP Code registered with your address at Crossroads Utility Services.

Once registered, you can:

- View real-time data for the meter associated with your account.
- Set up custom alerts for leaks or high usage.
- Login using the Apple Store or Google Play App.

**Thank you for reading.
Have a great day!**