

## Display Basics - Allegro Master Meter

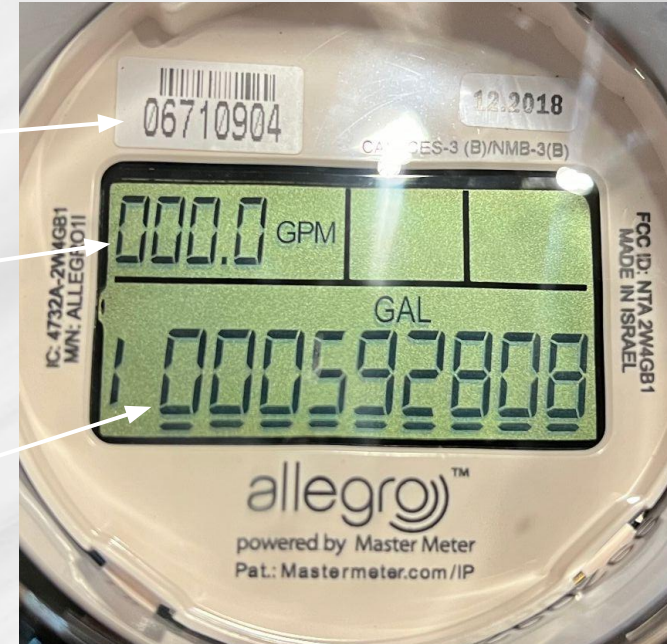


The Allegro Master Meter is an advanced electronic meter that utilizes radio signals to communicate with radio towers that are positioned throughout the area. Inside the meter, a radio sensor connects to these towers.

Each radio sensor is assigned a unique number, known as an EID or Endpoint #, which transmits the signal to the tower.

The Gallons Per Minute (GPM) field shows real-time water flow through the meter. This live usage data is displayed on the meter's digital screen.

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.



## Increased GPM, No Leak - Allegro Master Meter



The center field displays whether the current flow is higher or lower than the average, based on historical usage data. If you observe an upward or downward arrow with a + or - symbol, this signals that the usage is above or below the normal rate, but does not mean you have a leak.

This meter is currently indicating a Flow Rate of 2.1 gallons per minute, assuming the rate remains constant. Even though there is water travelling through this meter, and the usage is increasing, the meter has not yet triggered a leak alert.

If you have all of your water turned off, and still see a Flow Rate higher than 0.0, there is a source of water flowing that you are unaware of. Check all of your indoor and outdoor water spouts. If you still don't find the source of water flow, you could have an underground leak.



## Leak Indicator - Allegro Master Meter

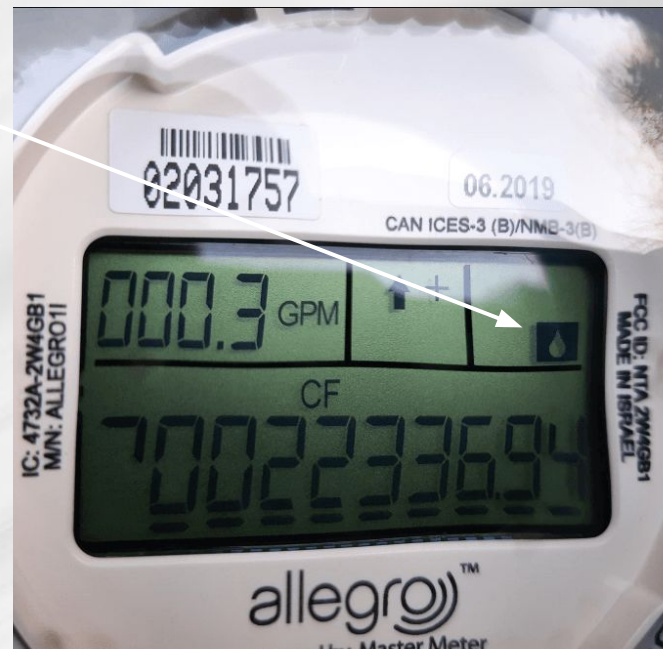


When constant usage has been detected every 15 minutes, for at least 24 hours, a Leak Indicator will be triggered and appear on the display of the meter. It appears as a droplet of water inside of a black square.

Alerts can be set up in MyWaterAdvisor, 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 of this packet.

If you see a Leak Indicator with a flow rate higher than 0 on your meter, you likely have an active 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 to inquire. Contact information will be on the final slide.





## How to Read – Allegro Master Meter (No Decimal)



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.

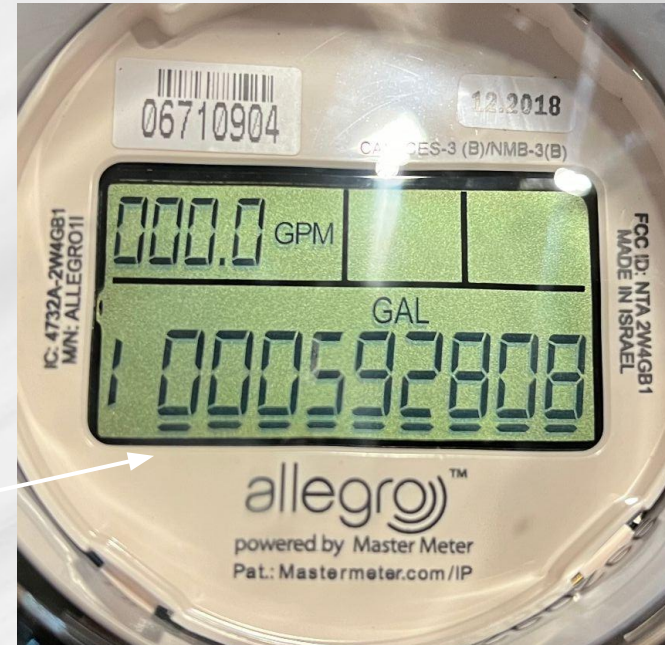
To find the number position of Allegro meters, we need to find the decimal. In this first example there is no decimal on the display, so we know the number displayed is the whole number. The first number on the far right will be in the Ones position, which will be 8, the number to the left will be Tens, and so on.

**Ones = 8, Tens = 0, Hundreds = 8, Thousands = 2,**

**Ten-Thousands = 9, Hundred-Thousands = 5, Millions = 0**

Billing Read from Hundreds position = 5928

Billing Read from Thousands position = 592



## How to Read – Allegro Master Meter (With Decimal, #1)



This meter includes a decimal on the reading display. To obtain an accurate reading, we need to find the Ones position. The decimal is before the 2, making the 1 to the left of the decimal the Ones position. That means this meter calculates 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 as well as internal programming. Understanding the decimal position on Electronic meters is crucial, and will negatively affect Billing if read incorrectly.

**Ones = 1, Tens = 8, Hundreds = 6, Thousands = 5,**

**Ten-Thousands = 1, Hundred-Thousands = 0, Millions = 0**

Billing Read from Hundreds position = 156

Billing Read from Thousands position = 15



## How to Read – Allegro Master Meter (With Decimal, #2)



This meter includes a decimal before two digits, meaning this meter calculates to the Hundredths position of a gallon. A small decimal appears to the left of the 4. To obtain an accurate reading, we need to find the correct billing position. Sometimes, the decimal will be difficult to see as in the picture to the right, so you'll need to check carefully for a decimal if you're trying to read an Allegro manually.



**Ones = 0, Tens = 0, Hundreds = 2, Thousands = 0,**

**Ten-Thousands = 0, Hundred-Thousands = 0, Millions = 0**

Billing Read from Hundreds position = 200

Billing Read from Thousands position = 0



For Billing inquiries or assistance with MyWaterAdvisor, please contact Customer Service at: [customerservice@crossroadsus.com](mailto:customerservice@crossroadsus.com)

To sign up for MyWaterAdvisor, follow these steps:

### [My Water Advisor Sign-Up](#)

1. Click "**JOIN MY WATER ADVISOR**"
2. **Register with Account Number:** Enter the account number exactly as it appears on your bill. Once registered, you can:
  - View real-time data for the meter associated with your account.
  - Set up custom alerts for leaks or high usage.

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