The Neptune E-Coder is an advanced electronic meter that utilizes radio signals to communicate with a drive-by system. A radio sensor inside the meter wakes up to respond to the signal being sent out to acquire the read, as the Transmitter passes by.

Each radio sensor is assigned a unique number, known as an EID or Endpoint #, which transmits the signal into the drive-by device, and is then uploaded into our Billing systems.

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.
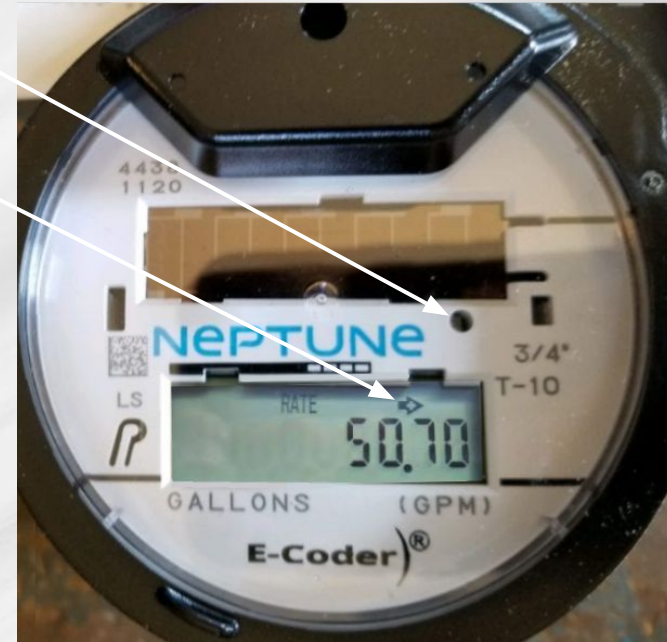
When a lightsource hits the Flow Sensor, the center field will display the current Flow Rate. This rate represents the amount of water flowing through the meter at that moment.

If you see an arrow pointing to the right above the Flow Rate, it means your usage is higher than usual for your meter, but has not triggered a Leak Indicator. On the next slide we will go over the Leak Indicator, which activates after detecting water flow every 15 minutes, for at least 24 hours.

If all of your water is off and the Flow Rate still shows anything higher than 0.00, it means water is flowing somewhere you may be unaware of. Check all your faucets and spouts inside and outside. If you can't find anything, you may have a leak present at your home.

When constant usage has been detected every 15 minutes, for at least 24 hours, a Leak Indicator will appear on the display of the meter. It appears as a water faucet.

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.

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.

For E-Coder meters, finding the decimal is key to figuring out the number positions, which we will use to find the read. In this example, the decimal is after the 9, which makes the 9 the ones position. The Billing read comes from the specified number position, and up (to the left).

Ones = 9, **Ten** = 3, **Hundreds** = 4, **Thousands** = 2,

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

Billing Read from Hundreds position = 24

Billing Read from Thousands position = 2

To obtain an accurate reading, we need to find the Ones position. The decimal is before the 1, making the 4 to the left of the decimal the Ones position. This meter calculates water to the Thousandths of a gallon.

Note: 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 affect Billing if read incorrectly.

Ones = 4, **Tens** = 4, **Hundreds** = 1, **Thousands** = 5, **Ten-Thousands** = 3, **Hundred-Thousands** = 0

Billing Read from Hundreds position = 351
Billing Read from Thousands position = 35

To obtain an accurate reading, we need to find the Ones position. The decimal is before the 9, making the 6 to the left of the decimal the Ones position. This meter calculates water to the Hundredths of a gallon.

Note: If you turn on a water source on your property and check your meter, the numbers will increase in real time. If you don't see this, your meter may be stuck and will eventually be flagged for no usage.

Ones = 6, **Tens** = 7, **Hundreds** = 6, **Thousands** = 5, **Ten-Thousands** = 1, **Hundred-Thousands** = 1, **Millions** = 0

Billing Read from Hundreds position = 1156

Billing Read from Thousands position = 115

For Billing inquiries, please contact Customer Service at:
customerservice@crossroadsus.com

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