

Meter-Master

Application: **CUSTOMER SERVICE**

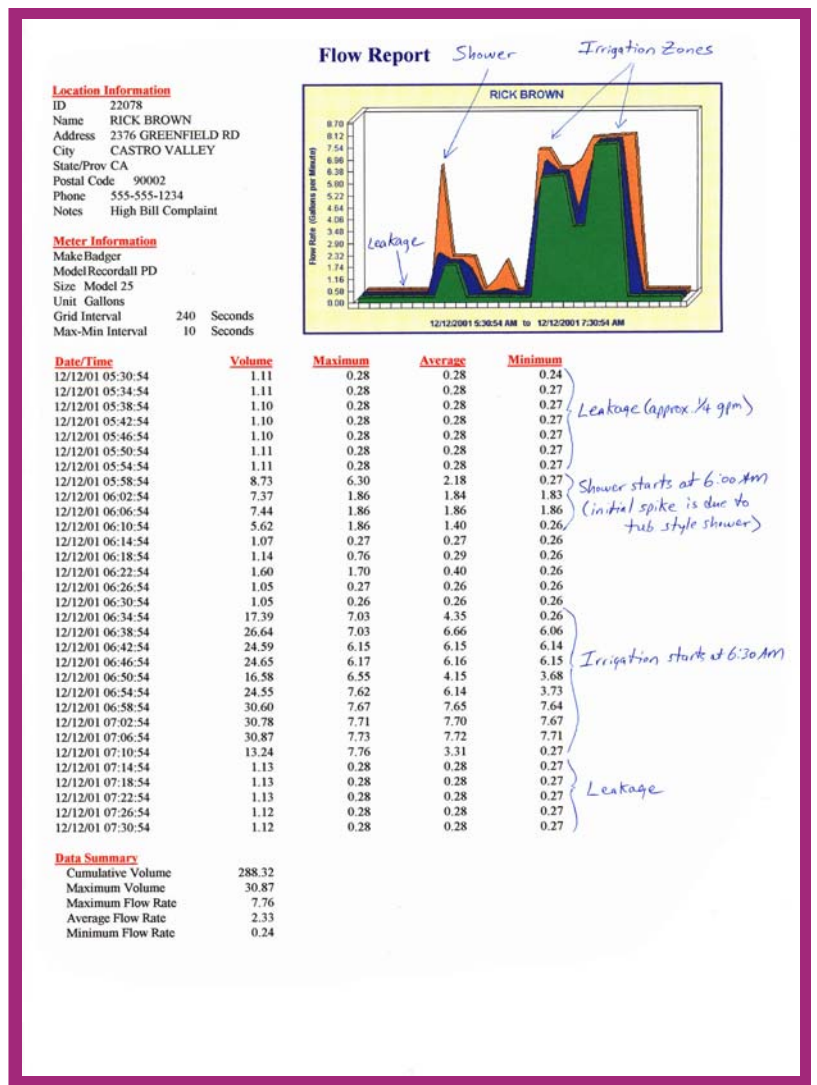
High Bill Complaints? Pressure Complaints? Need Water Use Audits?

The submersible, portable Meter-Master Model 100EL Flow Recorder is the ideal solution for determining exactly how a water utility customer is both intentionally and unintentionally using water. Used in conjunction with the Model 100EL, the Meter-Master Model 100P Pressure Recorder is the ideal solution for determining whether the source of a pressure problem is within the utility's distribution system or a consequence of a customer's usage pattern.

Historically, water utilities would typically bench test a customer meter in order to address a high bill complaint. Unfortunately, although this action might reassure a customer that a utility cares about him or her, it does not solve the customer's problem. Alternatively, an Excel® or Word® report and graph which explain how, when, and how much water is being used helps a customer to understand the financial impacts of leakage, irrigation, and other uses such as toilets, showers, faucets, and heating and cooling systems.

Because conservation has become an economically viable means of generating additional water resources, many utilities have become proactive in offering customers water use audits in order to assist with leakage minimization, proper irrigation levels, ULF fixture changeouts, and xeroscape landscaping. Audits point out specific opportunities for savings and provide measurable impact data.

The report and graph on the right show the time, duration, and volume of a shower, irrigation, and continuous leakage. Note the high flow spike at the start of the shower which indicates that it is a tub shower, and the temperature was set before switching on the shower head.



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