

## Did you know?

**METER Readings:** WTWSD reads your meter through a radio control signal. Your meter is inside your home, connected by wires to a unit on the OUTSIDE of your home, which then sends a signal to our reader as it drives by. On occasion, WTWSD may have to estimate a reading if for some reason a signal is not getting to the reading unit in our truck. Estimates are based on an average of the past three quarters of readings. Some reasons an estimate may need to be done are; a low battery on the outside unit, wires are loose or corroded (inside or out), or your meter is jammed. If your bill is estimated and an appointment is needed to get INTO your home for meter access, there will be a NOTE on your bill asking you to call us to schedule service at a time that is most convenient for you, during our service hours. Failure to contact our office after two notes will result in forfeiture of potential credit adjustment for any over estimates.