



Utility Meter Q&A

If the meter reader can't access your meters

It is the consumer's responsibility to provide a reasonable safe entrance to a metering point for the purpose of reading, inspection, maintenance, installation, and removal of meters or for any purpose incidental to rendering of the service. Metering points for both electric and water service may not be precluded or denied due to locked gates, fences, animals, shrubbery or any other type of obstruction or debris. In the case that a meter is inaccessible, the City may estimate the consumer's consumption on the basis of previous consumption and the actual consumption will be adjusted through subsequent readings. If inaccessibility continues, the City may have the right to discontinue services if the consumer fails to provide safe access.