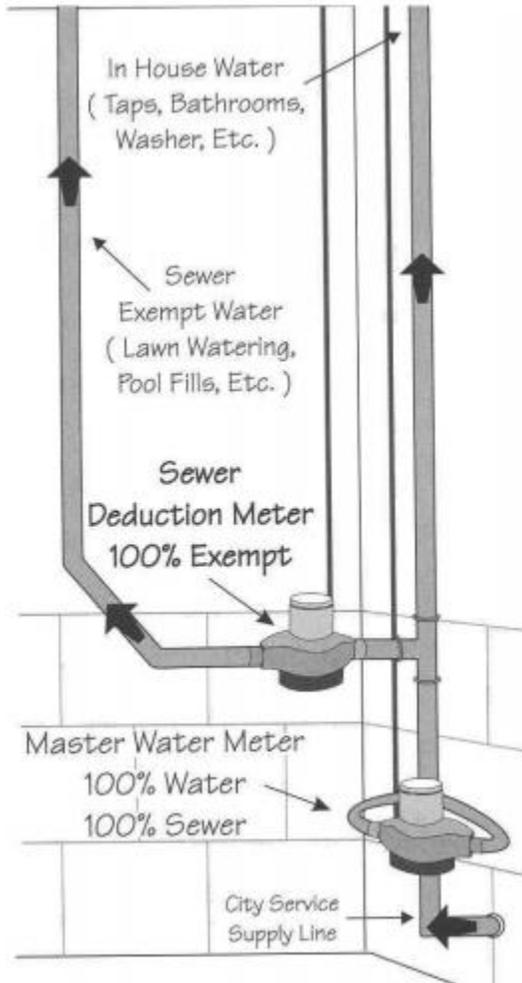


## Sewer Auxiliary Meter Troubleshooting Guide for Sewer Deduct Meters

Sewer Deduct Meters measure the water used outside the property and are typically connected to your outside hose bibs or in ground sprinkler system.



Please follow these steps to help determine the cause of your system malfunction.

**First:** Compare the readings on the inside sewer deduct meter (SAM – ) and the outside remote register.

If the first four numbers in white match proceed to the second step. If the readings are different skip to the third step

**Second:** Verify the sewer auxiliary metering system is registering consumption: After using water outside, verify the inside meter and the remote reader advanced the same number of digits.

If the metering system does not advance and you want to receive reduced sewer charges, you should make repairs or replace the Sewer Auxiliary Metering system. You may want to contact a plumbing professional for assistance. Otherwise, the City of Columbus will discontinue to read the Auxiliary Meter.

If the inside sewer auxiliary meter advances and the remote register does not proceed to the third step.

**Third:** Complete repairs to your outside remote register: break the seal and remove the cover. Clean out any debris such as grass, bugs, or spider webs. After using **water outside**, verify the inside meter and the remote reader advanced the same number of digits.



**IF THIS DID NOT CORRECT THE PROBLEM:** You may need to replace the Sewer Auxiliary Metering system in order to continue to receive reduced sewer charges.

When replacing your Sewer Auxiliary Metering system, please insure you are installing one that is compatible with an **Itron 100-R+ (remote) endpoint; the endpoint must be installed outside.** The Itron 100W+ (tower) endpoint is only permitted in a Meter Box or Meter Vault. These are the only types of meters that will be approved for use in the City of Columbus and contracted communities.

When you have completed the repairs, contact our Customer Service Center at (614) 645-8276 Monday through Friday between the hours of 7:00 am to 6:00 pm to schedule an inspection of your auxiliary meter system.