



## Water Conservation

To promote water conservation, the City of Sioux Falls provides annual funding for several rebate programs, including:

**Clothes Washer Rebate**—Both residential and nonresidential customers can qualify for a rebate up to \$125 toward the purchase of a qualifying water-efficient clothes washer. The washing machine must have an EPA ENERGY STAR compliance rating and a water factor below 10.

**Toilet Rebate**—Both residential and nonresidential customers can qualify for a rebate up to \$75 toward the purchase and installation with respect to the replacement of an existing inefficient toilet. In homes that have additional bathrooms, you can receive up to an additional \$60 for the second bathroom and \$50 for each additional bathroom toward the purchase and installation of conservation fixtures.

**Programmable Irrigation Timer Rebate**—Both residential and nonresidential customers can qualify for a rebate of up to \$80 toward the purchase and installation of a timer that can accommodate an odd/even schedule for lawn watering. You can receive up to \$65 for each additional timer added. The program is for the replacement of old devices that cannot be programmed for an odd/even schedule. The City will not provide rebates for irrigation timers in new construction.

**Rain Sensor Retrofit Rebate**—Both residential and nonresidential customers can qualify for a rebate up to \$50 toward the purchase and installation of a rain sensor. You can receive up to \$35 for each additional sensor added. To receive a rebate, the rain sensor must be connected to an irrigation system installed prior to May 12, 2005.

Just as importantly, the City manages water demands by regulating when lawn watering can occur. Additional information on lawn watering schedules, our plumbing retrofit programs, and other water conservation measures can be found on the City's website at [www.siouxfalls.org/conserve](http://www.siouxfalls.org/conserve).

Free water conservation kits are available at the Utility Billing Office located at 1201 North Western Avenue and the Public Works Administration Office located at 224 West Ninth Street.



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## Customer Service

The Utility Billing Office is located at 1201 North Western Avenue.  
Business hours are 8 a.m. to 5 p.m.  
Monday through Friday, except holidays.

Customer inquiries can be directed to the Utility Billing Office at 605-367-8131 or by visiting the office during business hours.  
Hearing Impaired: 605-367-7039

After hours, weekends, and holidays, please call 605-367-7044 for assistance.

Mailing Address:  
Sioux Falls Utilities  
1201 North Western Avenue  
P.O. Box 7401  
Sioux Falls, SD 57117-7401

Fax number:  
605-367-7341

Website: [www.siouxfalls.org](http://www.siouxfalls.org)



# Learn to Read Your Water Meter



- Monitor Your Usage
- Find Costly Leaks
- Lower Your Bill



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Proper water usage and conservation is an effective method for all citizens to help manage our available water resources. Understanding your water usage and finding and repairing leaks on a timely basis will contribute to the overall management of our resources and save you money.

### Locating your meter

In this area of the country, water meters are located inside properties to prevent them from freezing. The water meter is usually located in the basement, close to where the water service enters the property. Occasionally, it may be located in a crawl space. If you have difficulty locating your meter, find where the water service enters your property and follow the service line. Eventually, it will lead to your water meter.

### Reading your water meter

Reading your water meter is like reading a car odometer. You read the numbers left to right. This reading is the total cubic feet (1 cubic foot = 7.48 gallons) of water that has passed through the meter over its lifetime. Most meters have six dials. Larger meters have seven dials (six dials and a fixed zero at the end).

### Calculating your water use

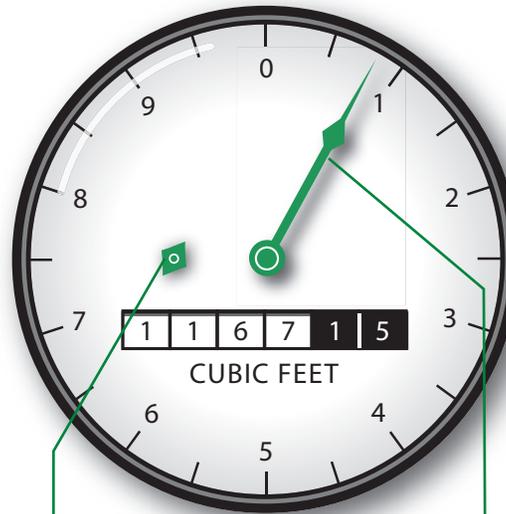
Pick a starting point at which to read your meter. Record the reading and date/time. Anytime after that, record the reading and date/time again. Subtract the first reading from the second to find your usage. Since the meters record usage in cubic feet, convert the usage to gallons by multiplying your usage times 7.48.

Example:

First reading .....142,650 cubic feet  
 Second reading .....143,270 cubic feet  
 Difference (water used) ..... 620 cubic feet  
 Gallons used .....620 x 7.48 = 4,638 gallons

*Note: Sioux Falls bills in units of one hundred cubic feet, (noted on your bill as CCF) so this usage would be rounded off to six billing units.*

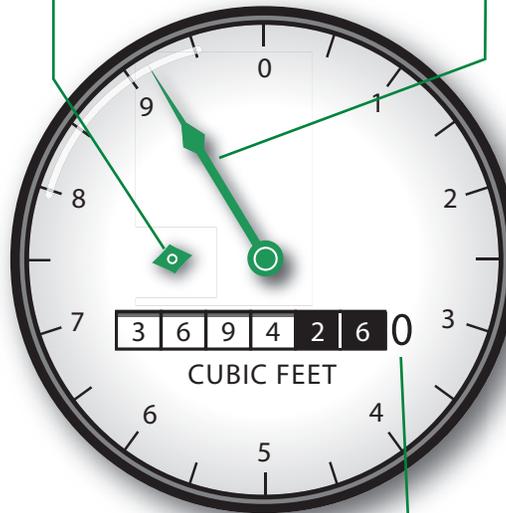
### six-digit readout



leak indicator

sweep hand

### seven-digit readout



fixed zero

### Finding Leaks

Some leaks are easy to find—a leaky faucet or a dripping shower head—but others may go unnoticed. We have experienced situations where undetected toilet leaks, malfunctioning water softeners, and irrigation system leaks have cost customers hundreds of dollars. Following are tips to help find undetected leaks at your property:

**Leak Indicator Method**—The little red diamond on the face of your meter is a *leak indicator*. It will rotate with a very low flow through the meter. Make sure all water use inside and outside of the property is turned off. When you know that all water usage is off, the leak indicator should not move.

**Meter Comparison Method**—Another method to check for leaks is to compare the meter readings at periodic intervals. For example, read and record your water meter reading and sweep hand. Repeat the process several hours later. If there is a change in the reading, you may have a leak. Comparing meter readings before you go to work and when you get home, or before you go to bed and when you get up, are ideal times to check for leaks.

Make sure you take into account any water that may have been used (ice makers, water softeners, etc.). If you have determined that a leak exists, you may be able to isolate the problem by turning off each water-using device one at a time and recheck your meter.

**Toilet leaks**—When a toilet leaks, water escapes from the tank into the bowl and washes away into the sewer system. Toilets are notorious for hidden leaks. Unless a toilet “runs” after each flush, we seldom notice them. The best way to find a toilet leak is to put a small dye tablet or a few drops of food coloring in the tank. Wait 10 to 15 minutes to see if the color shows up in the bowl without flushing the toilet. If color appears, your toilet is leaking. Dye tablets are available free of charge at the Utility Billing Office.

### Monitor Your Water Usage

Monitoring your water usage is easy. Just periodically read your water meter and calculate usage (same method described above to check for water leaks). For example, if you want to know how much water your irrigation system is using each time it cycles, record the meter reading, run your irrigation system, re-read your meter, and calculate the usage. Use the same method to determine how much water your appliances are using (dishwasher, clothes washer, water softener, etc.). Read your meter periodically to calculate a daily, weekly, or seasonal average.