

Guidelines for entering Meter Readings into the HRSD Environmental Reporting System (HERS)

Meters are to be read during the last 10 days of every month and the reading must be received in our office by the 10th of the following month. If readings are required for billing deductions, the meter reading submittal requirements are specified in the HRSD Rate Schedule (available at www.hrsd.com). Readings must include all preceding and stationary zeros. Stationary zeros are printed on the face plate and do not turn over. Factors, X10, X100, X1000 printed on the face plate are not to be included in the recorded reading.

Example 1:



Proceeding zero (first reel on left) must be included. Stationary zero (printed on face plate far right) must be included.

In this example, enter 0211610 Gallon

Example 4:



Digital meter reading. All digits must be included. Do not enter units as kgal, enter as Gallon. HRSD will apply the "k" factor.

In this example, enter 5212499 Gallon

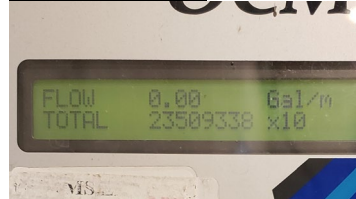
Example 2:



Proceeding zeros (first two reels) must be included. "X100" printed on the face plate must not be included.

In this example, enter 001707 Gallon

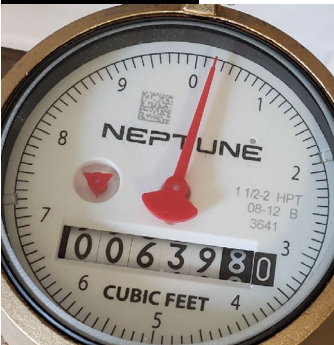
Example 5:



Digital meter reading. All digits must be included. "X10" factor must not be included.

In this example, enter 23509338 Gallon

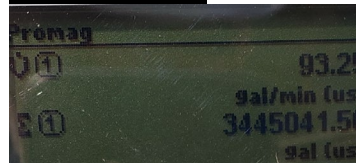
Example 3:



Proceeding zeros (first two reels) and stationary zero (white number on black background far right) must be included. Enter both black and white numbers.

In this example, enter 0063980 Cubic Feet

Example 6:



Digital meter reading. Do not include digits to the right of the decimal.

In this example, enter 3445041 Gallon

****This guidance is meant for Monthly Meter Readings only; survey flow readings and daily readings may have different practices****

Revised: 4/07/2025