

Leaking Water = Leaking Pockets

A Consumer's Guide to Water Meters



CITY OF PHILADELPHIA
DEPARTMENT OF REVENUE
WATER REVENUE BUREAU

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Outline

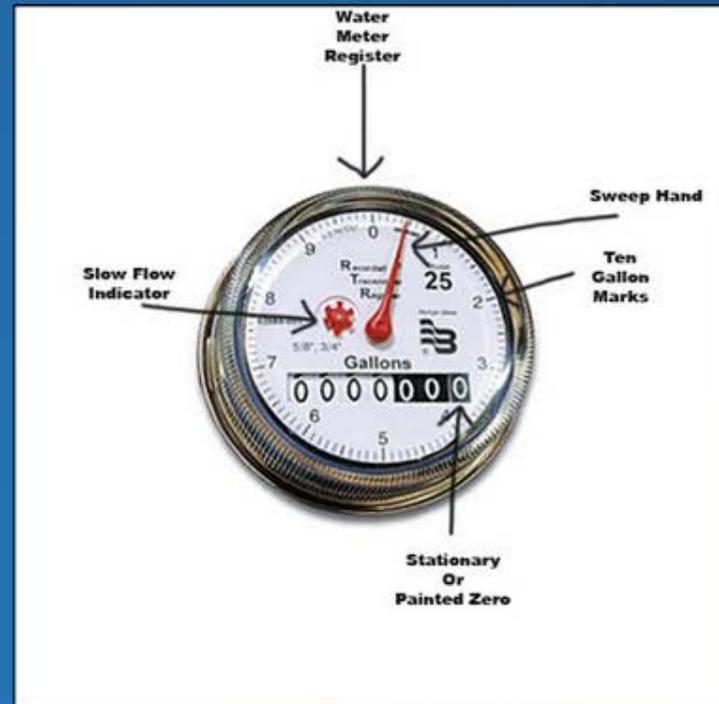
1. Introduction
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Introduction

- What is a water meter?
- Why should citizens learn to read their water meter?
- Our Tasks:
 - Instructional Video
 - Informational Brochure



Water Leak Statistics

- The US EPA reports that the average household wastes 10,000 gal (1 trillion gal nationwide) annually due to undetected leaks
- According to the EPA, homeowners can save approx 10% on water bills by correcting a leak
- 56.5% of calls received by the Pennsylvania Water Department within the week of July 14, 2014 were related to billing

Problem Statement

Why are water bills increasing without an associated increase in water use?

- Teach Philadelphia residents how to read their water meter and water bills.
- Allow residents to partake in the water billing process.
- Contribute to environmental conservation through the reduction of residential water leaks.



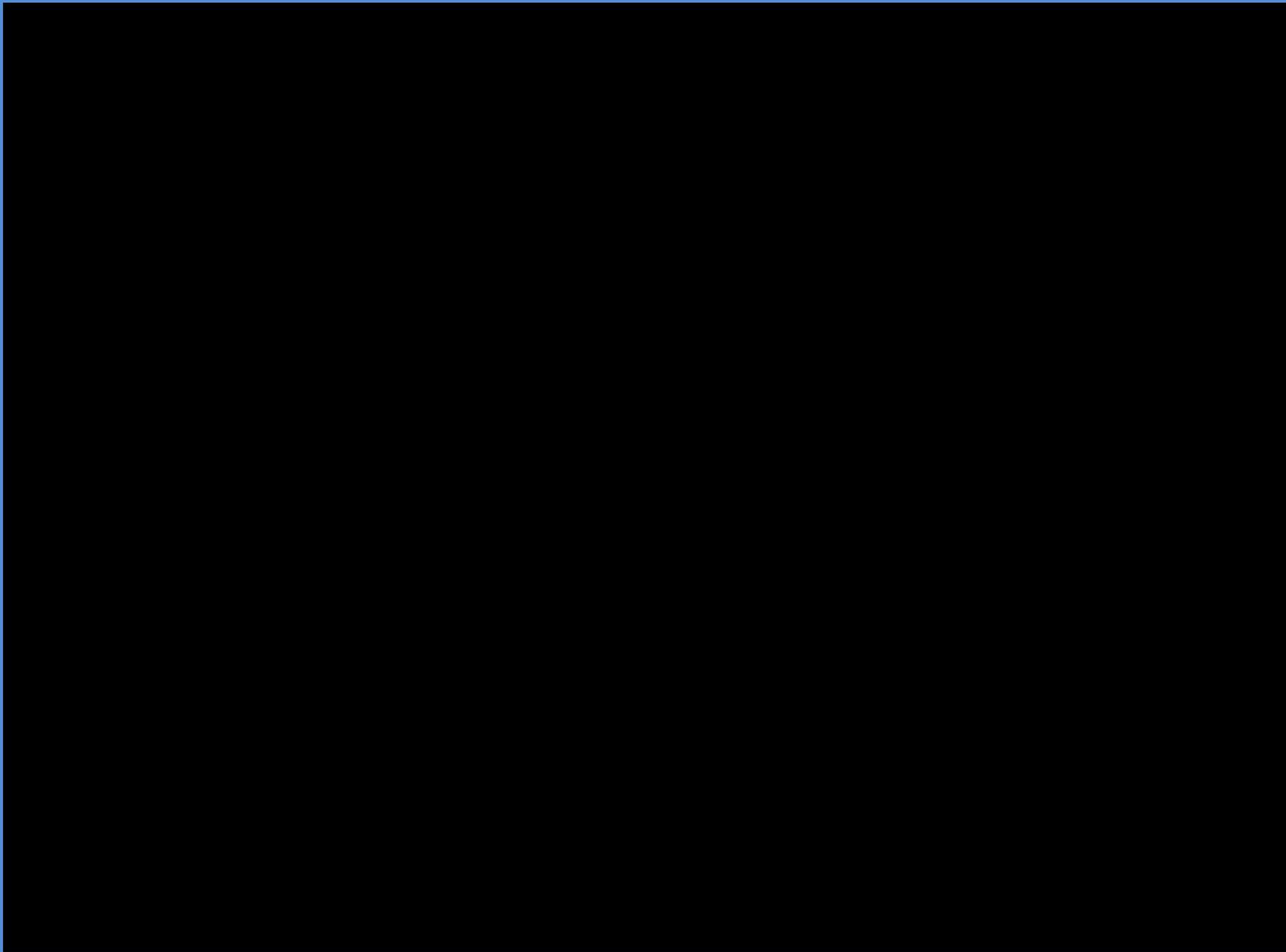
Proposed Solution

- Created instructional video describing how to read a water meter (6th grade education level)
- Question-answer format
- Informational brochure for residents without internet access



Challenges

- Limited preliminary research information online
- Numerous domestic water meters
- Last minute filming changes
- Difficulty securing good footage of water meter
- Collective inexperience with script writing and filming



Thank you! Any questions?

