



City of Stuart, Florida

"The Sailfish Capital of the World!"

Frequently Asked Questions (FAQs)

Water Meters

Business Hours: Monday-Friday 8:30 a.m. to 5 p.m.
(772) 288-5317 ~ (772) 288-5318

Where is my water meter located?

Generally, your water meter is located in the front of the property between the edge of the road pavement and your property line. It is housed in an in-ground meter box, which helps protect it from the elements.

Can my water meter be relocated?

Most of the time, meters can be relocated at customer's request for the actual cost of relocation.

There are two water meters in the box, which one is mine?

Generally, the water meter nearest to your property is your water meter. To verify this, turn on a spigot inside your house or at the outside hose bib. While the water is running, go out to the water meters and observe which one is registering (i.e., the meter register is changing numbers or the leak detector is spinning).

Are your water meters accurate?

Yes. Meters are factory tested and calibrated to be within accepted standards of accuracy. Moreover, the utility must maintain its meters within industry accuracy standards.

When is my water meter read?

Your meter is read approximately the same time each month, every 27 to 31 days, depending on your location.

Can I have my meter re-read and is there a charge?

Yes, you can have your service meter re-read if you believe that an error in reading has occurred. There is no charge to re-read your meter if the original reading is found to be incorrect. If the original reading is found to be correct, there may be a charge for the re-read.

Can I have my water meter tested?

Yes. We offer a field test that is done at the customer's property at no charge. For inquiries regarding bench testing, contact Customer Service.

My meter box is filled with dirt or mud. How can you be reading my water meter?

Our meter reader has a shovels and water to clear the face of the meter in order to read it. When the meter is fogged, slightly tapping on the lens clears the condensation so that a reading may be obtained. If there is too much mud and water to obtain a reading, a service order is issued to have the service technician obtain a reading and raise the meter.

Do you ever estimate meter readings?

Estimations could occur when the meter is inaccessible to the meter reader. Your estimate will be based on your billing record by Customer Service at a supervisor's direction.

What size is the typical residential water meter?

Most homes require the smallest meter available, which is 5/8 x 3/4 inches. Some residences may require a larger meter because of added volume and pressure requirements, such as for lawn irrigation.

Can I upsize my water meter; if so, what are the sizes and charges?

Meters are sized properly at the time of installation. The typical 5/8 x 3/4-inch residential meter is designed to handle household flows. Typical flow problems occur from improperly sized service lines or fixture problems. You may request a change of meter size. The installation of a larger meter will require additional availability fees, tapping fees, and deposits.