Q: How do I get access to self-report meter readings in the online Meters Database?

- **Answer:** Email metersupport@water.nv.gov or call our office at (775) 684-2800 and we will help you get an account set up at meters.water.nv.gov. If signing in for the first time, complete and return a Totalizing Meter Form (Form 7001) via mail, email, or fax at (775) 648-2811.

Q: How do I know if I need to report meter readings?

- **Answer**: The permit terms of your water right will indicate if you are required to report water use put to beneficial use. Submit meter readings according to the requirements of your permit terms (monthly, quarterly, or annually). Additionally, all groundwater users (except duties <5 afa and stockwater rights) must submit meter readings in the following regions based on their State Engineer Meter Orders:
  - Humboldt Region (Basins 042-074) per State Engineer's Order 1251
  - Diamond Valley (Basin 153) per State Engineer's Order 1320
  - Smith Valley (Basin 107) and Mason Valley (Basin 108) per State Engineer's Order 1318

Q: Do I submit meter readings monthly, quarterly, or annually?

- **Answer:** Submit meter readings according to the requirements of your permit terms or State Engineer Meter Order. For a monthly reporting requirement, report your meter readings every month. For quarterly reporting requirement, submit your January, February, and March meter readings by April 15th (1st quarter example). For an annual reporting requirement, report your meter reading once a year by January 31st.

Q: How often do I submit readings if I have an Accessory Dwelling?

- **Answer:** Homeowners of domestic wells that supply water to an Accessory Dwelling are required to submit a meter reading, at minimum, once annually per NRS 534.180(4) by January 31st.

Q: How do report my meter readings?

- **Answer:** Self-report your meter readings online through your Meters Database account. Submit meter readings as read straight off the meter dial, not the amount of water pumped.

Q: Do I factor the meter multiplier (i.e., x100) into my reading?

- **Answer:** No. Do **NOT** factor in the meter multiplier. Submit meter reading as read straight off the meter dial. The database will automatically factor in the meter multiplier to the readings. For example, a meter with a multiplier of x100 will convert a direct reading of 333 to 33,300.

Q: Can I combine all my readings into one number?

- **Answer:** No. Submit individual meter readings with the date that each reading was taken. Meter readings are per well, not permit.

Q: If I submit meter readings online, do I need to submit a pumpage report?

- **Answer:** Not necessarily. Water use reporting requirements may be fulfilled by entering meter readings online. However, other reporting requirements (i.e., water management or monitoring plans) remain in effect and may require additional submittals.

Q: Are accounts automatically created when a Proof of Completion (POC) is filed?

- **Answer:** No. You must submit a [Totalizing Meter Form](#) with all your meter information.

Q: Do I still have to file a Proof of Completion (POC) or Proof of Beneficial Use (PBU) if I am reporting meter readings online?

- **Answer:** Yes. You must still submit a POC and PBU.

Q: Do I enter meter readings if the well is not in use?

- **Answer:** Yes. This lets our office know that the well has not been abandoned. Do **NOT** enter '0' for no use. Enter the meter reading as read off the meter dial. The meter reading will be the same as the previous month's if the well is not in use.

Q: Can I edit a submitted meter reading?

- **Answer:** No. If a reading is entered incorrectly, email metersupport@water.nv.gov and staff will make the correction for you.

Q: Can I report monthly pumpage totals instead of meter readings?

- **Answer:** No. You must report your water use according to the requirements of your permit terms or State Engineer Meter Order.

Q: What are the numbers under "My Meters" on the left side of the screen?

- **Answer:** Those numbers are the meter identification numbers (Meter ID#) given to each meter. Confirm a meter by the serial number or the well name.

Q: Where is my well name?

- **Answer:** If a well name is in NDWR's permit database it will be displayed by the Meter ID# under 'My Meters' on the left side of your account. For a selected meter, the well name is also displayed in the blue 'Manage Meter Readings' banner in the center of the screen. Email metersupport@water.nv.gov to add well names.

Q: What happens when my meter rolls over (goes back to zero)?

- **Answer:** The database automatically accounts for rollovers and will continue to calculate your total pumpage. Make a note in the remarks box that the meter rolled over. If pumpage values do not look correct, email metersupport@water.nv.gov.

Q: What if my meter is re-set to zero (or any other value)?

- **Answer:** Email metersupport@water.nv.gov and make a note in the remarks box that the meter was reset.

Q: What if I install a new meter?

- **Answer:** Complete and return a new Totalizing Meter Form.

Q: What if my meter information is wrong?

- **Answer:** Email metersupport@water.nv.gov. If you need to add a new meter to your account, complete and return a Totalizing Meter Form.

Q: What if my meter breaks or stops working?

- **Answer:** Email metersupport@water.nv.gov and replace the meter as soon as possible. Complete and return a Totalizing Meter Form with the new meter information.

Q: How do I add a picture of my well and/or meter to my account?

- **Answer:** Email photos of your well and/or meter to metersupport@water.nv.gov. You can also mail or fax in pictures.

Q: Can multiple individuals have access to the same meter(s)?

- **Answer:** Yes. There can be multiple 'Users' with the same meter(s) in their accounts. Each user can enter and view meter readings.

Q: How do I give another individual to access my meter(s)?

- **Answer:** To give someone else access to your meter(s) please complete and return a Meter Authorization Form (7002).

Q: Can my agent report meter readings for me?

- **Answer:** Yes. If the agent is not certified with our office, complete and return a [Meter Authorization Form](#).

Q: What if I forget my password?

- **Answer:** Click the 'Lost Password / Locked Out' link, enter your username and email address, and click the 'Recover Account' button to have a temporary password emailed to you. You will be prompted to create a new password the first time you log in with the temporary password.

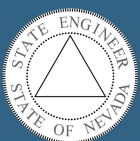**Q: What if I forget my username?**

- **Answer:** Usernames are typically the first part of your email address (i.e., before the "@..."). Email metersupport@water.nv.gov if you are still unable to login.

Q: Do accounts lock after incorrect log-in attempts?

- **Answer:** Yes. They lock out after 5 incorrect attempts. If this occurs, Click the 'Lost Password / Locked Out' link, then enter your username and email address associated with your account and click the 'Recover Account' to have a temporary password emailed to you.

Q: How do I report meter readings if I don't self-report online through the Meters Database?

- **Answer:** Mail, fax or email your meter readings. You can also call them in. Please have your water right number ready.

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NEVADA DIVISON OF WATER RESOURCES

Access Meters Database:
meters.water.nv.gov

For Support, Contact
metersupport@water.nv.gov
or call (775) 684-2800

How to Read Your Analog Meter

McCrometer

1 2 3 4 5 6 digits

6 digit meter, multiplier: x 100
Reads: 103860 (submit this)
x 100 gallons = 10,386,000 gallons*

Master Meter

Multiplier

6 digit meter, multiplier: x 100
Reads: 000072 x 100 gallons = 7,200 gallons*

DAE

Units

6 digit meter, multiplier: x 100
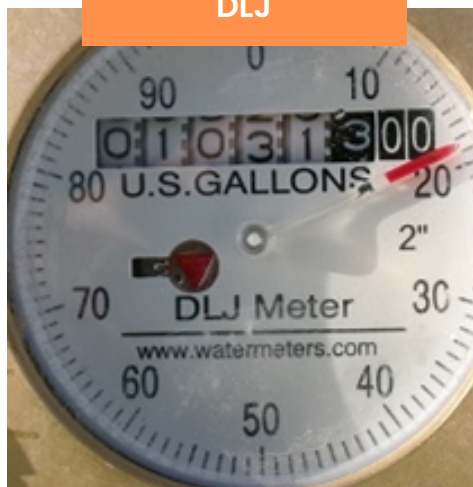Reads: 099243 x 100 gallons = 9,924,300 gallons*

This is the meter reading as populated after the multiplier has been applied

Zenner: ZTM02

8 digit meter, multiplier: x 1
Reads: 18,707,600 gallons

DLJ

8 digit meter, multiplier: x 1
Reads: 01,031,300 gallons

Netafim

6 digit meter, multiplier: x 1000
Reads: 000005 x 1000 gallons = 5,000 gallons*

**The different colored numbers at the end of some meter readings should be read the same. If you have any questions, please email a picture of your meter dial to metersupport@water.nv.gov.
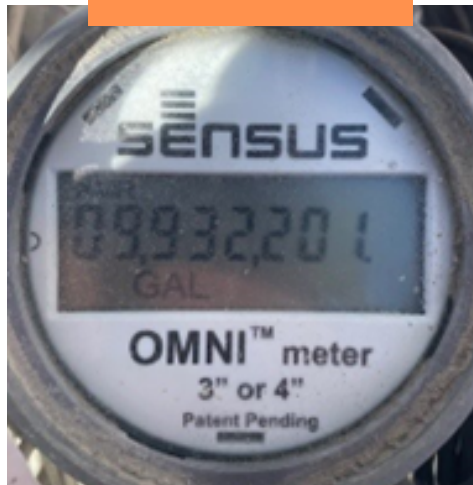
How to Read Your Digital Meter

Siemens

Unknown number of digits
Reads: 15.9053 mg
(mg = millions of gallons)
0.0 gpm = 0 gallons per minute
and is the current pumping rate
of the well

Sensus: Omni

8 digit meter
Reads: 09,932,201 gallons

Seamerics

8 digit meter
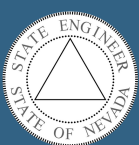Reads: 49.791987 acre feet

Signet: AgRotor

8 digit meter
Reads: 0001683.8 x 1,000 gallons =
1,683,800 gallons*

Senniger: Flo-Wise SC-2

8 digit meter
Reads: 00075572 x 1,000 gallons =
75,572,000 gallons*