

Nevada Division of Water Resources – Online Meters Database

Frequently Asked Questions

meters.water.nv.gov

How do I get access to the online meters database?

Email metersupport@water.nv.gov or call our office at (775) 684-2800 and we will provide you with log-in access to the meters database at meters.water.nv.gov.

How should I submit my monthly meter readings?

Enter the direct meter reading for each month (not the gallons or acre-feet used per month) and the date that each reading was recorded (i.e., meter reading = xxxxxx, date = 03/25/2016). Do not factor in meter multiplier, if present. The software 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.)

Do I factor the meter multiplier (i.e., X1000) into my reading?

No. Do **NOT** factor in multipliers. Enter the reading as read – the direct reading. The multiplier is automatically applied by the software.

How often should I submit my readings?

Submit one reading per month.

Do I submit the monthly readings monthly, quarterly, or annually?

Submit monthly reading according to the requirements of your permit terms. For example, if your permit terms require quarterly reporting, you must submit **monthly** readings on a quarterly or annual basis (i.e., January, February, and March readings all submitted on April 1st).

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

If your permit terms require reporting of the water put to beneficial use, you must submit **monthly** readings on the schedule specified in your permit terms. Additionally, all groundwater users (except stockwater) in the Humboldt region must submit meter readings per State Engineer's [Order 1251](#). All groundwater users in Diamond Valley (except stockwater) must likewise submit meter readings per State Engineer's [Order 1292](#).

Can I combine all my readings into one number?

No. Submit individual monthly readings with the date that each reading was taken.

If I submit readings online, do I also need to send in the pumpage spreadsheet?

No. Any pumpage reporting requirements may be fulfilled by entering monthly meter readings online. However, other reporting requirements (i.e., water management or monitoring plans for mines) remain in effect and may require hard-copy submittals.

Should I enter my readings even when the well is not in use?

Yes. Note: do **NOT** enter "0" for when a well is not in use; rather, enter whatever the meter is currently reading. If the well is not in use, the reading will simply be the same month-over-month.

Can I edit a submitted meter reading?

No. If a reading is entered incorrectly, email metersupport@water.nv.gov or call our office at (775) 684-2800 and our staff will make the correction for you.

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

No. However, you can submit an **annual pumpage** total by selecting the “Enter Total Usage for Year” button and entering the year and amount pumped in Acre-Feet. For most people, it is easier to report monthly meter readings than annual pumpage.

What are the 4-digit numbers under “My Meters” on the left side of the screen?

The 4-digit numbers are the meter identification numbers given to each meter. Confirm a meter/well by the serial number in the center of the screen or the well name to the right.

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

The database will account for rollovers and will continue to totalize usage. Make a note in the remarks box that the meter rolled over.

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

Immediately notify metersupport@water.nv.gov if a meter is re-set to a new reading (usually zero). Also make a note in the reading remarks box that the meter was reset.

What if I install a new meter?

Fill out a [Report of Installation of Totalizing Meter form](#) and email to: metersupport@water.nv.gov or mail or fax to the State Engineer’s office.

What if my meter information is wrong?

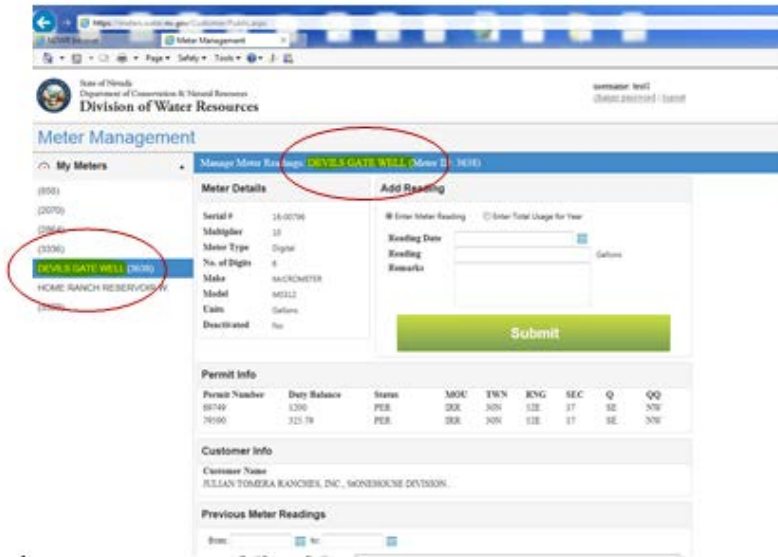
Email: metersupport@water.nv.gov with the corrected information or fill out a [Report of Installation of Totalizing Meter form](#) and mail or fax to the State Engineer’s office.

What if my meter breaks or stops working?

Inform the State Engineer, and replace the meter as soon as possible. Fill out a [Report of Installation of Totalizing Meter form](#) with the new meter information, and mail or fax the completed form to the State Engineer’s office, or email to: metersupport@water.nv.gov.

Where is my well name?

If a well name is in the NDWR database, the well name will display alongside the 4-digit meter identification number in the My Meters column on the left side of your account. For a selected meter, the well name also displays in the blue Manage Meter Readings banner in the center of your account. Email metersupport@water.nv.gov to add in a well name(s) to your meter(s).



How do I add a picture of my well and meter to my account?

Email photos of your well and meter to metersupport@water.nv.gov.

Can multiple individuals have access to the same meters in their online accounts?

Yes. There can be multiple “Users” with the same meters in their accounts. Therefore, each user is able to enter or view meter readings.

How do I give another individual to access my meters?

Send the email of the additional User’s email address to metersupport@water.nv.gov and state which meters that individual needs in his/her online account.

Can I have my agent report my meter readings for me?

Only if the agent is approved to be given log-in credentials by our office. To gain approval, the agent must complete and submit this form: [Agent Submittal Form](#).

What if I forget my password?

Click the “Lost Password / Locked Out” link, then enter your Username and Email Address and click the “Recover Account” button to have a new temporary password emailed to you. You will be prompted to create a new password the first time you log in with your temporary password.

What if I forget my Username?

Your Username is the first part of your email address (i.e., without the “@...”). Email us at metersupport@water.nv.gov if you still cannot get logged in.



Does my account lock after incorrect log-in attempts?

*The account locks out after five incorrect attempts. If this occurs, Click the “**Lost Password / Locked Out**” link, then enter your Username and Email Address and click the “Recover Account” to have a new temporary password emailed to you.*

How do I report my pumpage if I can't use the online Meters Database application?

Send in the [Meter Readings Form](#) .

Mail To: State Engineer
901 S. Stewart Street, Suite 2002
Carson City, NV 89701

or Fax To: 775-684-2810

How to read your totalizing meter:



Multipliers (do not use)

Direct Readings (report as read)

Reading = 1341547 gallons
(Use needle "7" to replace fixed "0" at right)



Reading = 26968730 gallons
(Use needle "30" to replace fixed "00" at right)

****Fixed zeros (i.e., "00") are not multipliers!****

Reading = 9450840 gallons
(Use needle "40" to replace fixed "00" at right)

Other questions, comments, suggestions?

For any further questions or problems accessing the web interface, please contact this office at (775) 684-2800 or email metersupport@water.nv.gov.

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