

# Getting your water meter set

The Fort Worth Water Department is dedicated to offering exceptional customer service and collaborating with our customers to ensure efficient installation of water meters.

Collaboration is essential for timely and successful meter installation. All parties must fulfill their responsibilities to ensure a smooth and efficient process.

Check inside for more information on how you can help.

Thank you for making this partnership work!

## Stay in Touch!



@FortWorthWater  
@FortWorthAgua



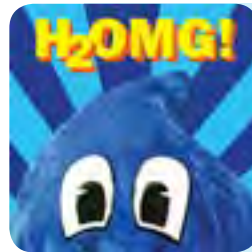
@FWWater  
@FWAgua



@SaveFWWater



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### Check out our podcast!

Just search for "H2OMG" on your favorite podcast app or check us out at [theh2omg.podbean.com](https://theh2omg.podbean.com)

Water Customer Service  
817-392-4477  
7 a.m. – 7 p.m. Monday–Friday  
24-Hour Emergencies select Option 1

Water Department Administrative Office  
Fort Worth City Hall  
200 Texas Street, 2nd floor  
Fort Worth, TX 76102  
[www.FortWorthTexas.gov/water](https://www.FortWorthTexas.gov/water)  
[www.SaveFortWorthWater.org](https://www.SaveFortWorthWater.org)

Apply Online: [FortWorthTexas.gov/water](https://FortWorthTexas.gov/water)



Water Department

## Water Meter Installation Do's and Don'ts



# The Do's

It is essential to guarantee that the meter box & lid is correctly installed to facilitate the meter installation process. This includes ensuring the service is at the correct elevation and positioning the meter box & lid at the appropriate grade, clearly marking the lot/block number on the curb, using a "W" symbol to indicate the water service line location, and verifying that the meter box and service comply with City standards. Adhering to these guidelines ensures a smooth and hassle-free installation of the meter.

- **DO** mark the curb with paint (lot/block numbers and with "W")
- **DO** make sure meter box is accessible, free of debris (inside/outside)
- **DO** ensure correct meter box & lid are set per City standards
- **DO** make sure service is leak free
- **DO** protect meter box & lid before/after meter installation



**Can you tell where the meter needs to be set?**

**Neither can we!**

If you have questions,  
do not hesitate to  
contact us:  
817-392-4477  
7 a.m. – 7 p.m.  
Monday–Friday



*By following these guidelines, we can both ensure a quick process.*

# The Don'ts

Possible delays in meter installation can arise from missing or inaccurate lot/block number on the curb, construction material or debris hindering access to the meter box, missing or improperly installed meter box and lid, damaged or buried service line and curbstop valve, unauthorized connections within the meter box, machinery or vehicle-induced damage, and a leaking service line.

- **DON'T** use unapproved meter box & lid
- **DON'T** obstruct access to meter box
- **DON'T** remove or separate the meter box & lid
- **DON'T** damage meter box, lid or service
- **DON'T** allow machinery or vehicles to drive over



\* Water Service Standards can be obtained through City Website: <https://www.fortworthtexas.gov/departments/development-services/infrastructure-division>