

Hale



## Squeaky gas meter

Our gas meter has recently started to make this loud squeaky noise, which seems to have been getting louder over time.

I called centerpoint to ask them to repair it, but much to my disappointment, the customer service representative made it sound like unless it is a safety issue, they probably won't do much. She tried to blame higher gas usage as the reason, even though all it takes for the noise is turning on the hot water and causing the hot water heater to turn on.

I find centerpoint's lack of concern to be pretty ridiculous considering the noise is loud enough to be too disruptive at night, making it difficult to sleep even. Centerpoint however doesn't seem to care much about that as long as it means avoiding any maintenance and repair costs.

Our meter is still inside the house, so the noise is hard to ignore. Has anyone else had to deal with a squeaky gas meter, and what did you do to fix it?

Posted on 12 Nov to Hale and 15 nearby



Thank



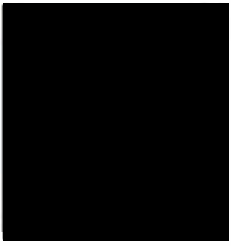
Reply





General

Reply



[Redacted], Diamond Lake · 6d ago

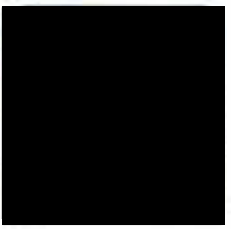


I does I little bit I called they said it was fine. Ugg it's not too loud so I didn't fight it. But I did notice the colder it gets the louder it gets.

Maybe if you push hard enough they will do something.

Maybe too noisy and it's impacting your sleep sleep

😊 1 Thank

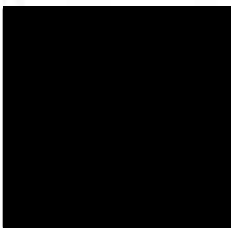


[Redacted], Hale · 6d ago



I don't understand how they can get away with not doing anything by simply writing it off as being safe. It's theid equipment, and any equipment requires somd degree of maintenance over its life cycle. I do intend to push back, although I have a feeling the consumer is ultimately the loser in this case.

😊



[Redacted], Diamond Lake · 6d ago



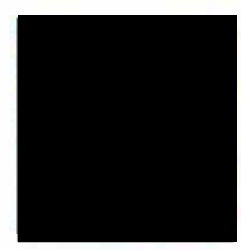
Not that this helps, but I have the same issue, noticed it more recently when the cold snap hit us. #following

😊





[Redacted], Northrop · 6d ago  
Ours squeaks, too. But it is outside.  
😊



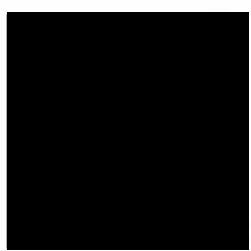
[Redacted], Hale · 6d ago  
Ours squeaks, too, but it sounds just like a bird chirping, so we just joke about it. Sorry--not helpful.  
😊 2 Thanks



[Redacted], Diamond Lake · 6d ago  
Squeaky gas meters are safe.  
However, if the noise is loud enough to be disruptive, keep contacting CenterPoint and press them to replace it.  
My gas meter is in the basement. My prior meter had a soft rhythmic squeak any time gas was consumed and when the technician was replacing the battery for the wireless reader, I asked him about it and he said it was nothing to worry about. However, he said if it became loud enough to be bothersome, to contact CenterPoint and they would be more than happy to replace it.  
The above mentioned meter was subsequently replaced two years ago as

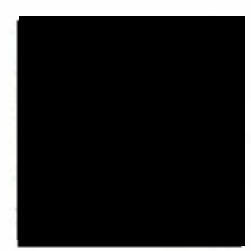
The above mentioned meter was subsequently replaced two years ago as part of regular maintenance. Swapping out the gas meter took the technician about 15 minutes.

😊 2 Thanks



[Redacted], Regina · 6d ago  
Call centrepont and schedule to have the meter installed outside. I had it done. I think before winter there's not a charge.

😊 1 Thank



[Redacted], Hale · 6d ago  
I thought they were planning on moving all the meters outside anyway. That is good to know. I'm scheduled to have a technician come and inspect the meter sometime within the next 2-3 days, between 8am to 8pm (ridiculous broad window of time). I am hoping I would be able to convince them to either move the meter or fix it due to excessive noise. Good to know there may be some hope with centerpoint.

😊



[Redacted], Wenonah · 6d ago

When I had Centerpoint out recently for a venting issue (I also have an indoor meter) he told me they are on a 15 year plan to move all the inside meters to the exterior.

😊 1 Thank



[Redacted] · 6d ago

We had a squeaky one and centerpoint replaced it at no cost. Just call them.

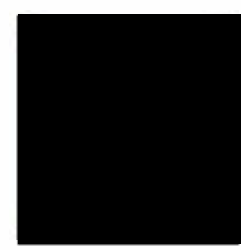
😊 1 Thank



[Redacted], Hale · 6d ago

I hope they make the same decision with our meter.

😊



[Redacted], Ericsson · 6d ago

If you've been contacting them via phone, I'd suggest trying by social media (send a polite PM from their Facebook page). I have found I tend to get a relatively quick response, with much less hassle and better resolution with most companies through social media -- and you don't have to listen to horrible hold