



System
Update

Current
Findings

Where do
we go from
here?

Monthly Meter Readings

AMI

6,663

92%



53% in Oct

AMR

600

8%



38% in Oct

MANUAL

1

0%



8% in Oct



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Transponder Equipment Update

- Decrease in the number of equipment failures and corrections
 - October - 645
 - November - 241
 - December - 52
 - January - 187
- The January error ratio is 2.5%.



Register Equipment Update

- 2019 Register Failures - 334 Total
 - Jan - Sept - 125
 - Oct - 16
 - Nov - 80
 - Dec - 113
- 82 faulty registers were identified in January.



Total Adjustments

Kensington (17 of 267)	\$ 2,994
High Consumption (75 of 170)	11,864
Account Inquiries (54 of 398)	10,493
Review Committee (3 of 5)	437

Total Adjustments
149 of 840 Accounts
\$25,788

Review in Progress

Accounts currently under review:

- 894 accounts identified with equipment Issues
- 36 Account Inquiries received from December 4

Review completion target date is February 28.

A network diagram consisting of numerous white dots connected by thin white lines, forming a complex web. Three circular callouts are overlaid on the network. The background is a dark blue, textured surface, possibly a lunar or planetary landscape.

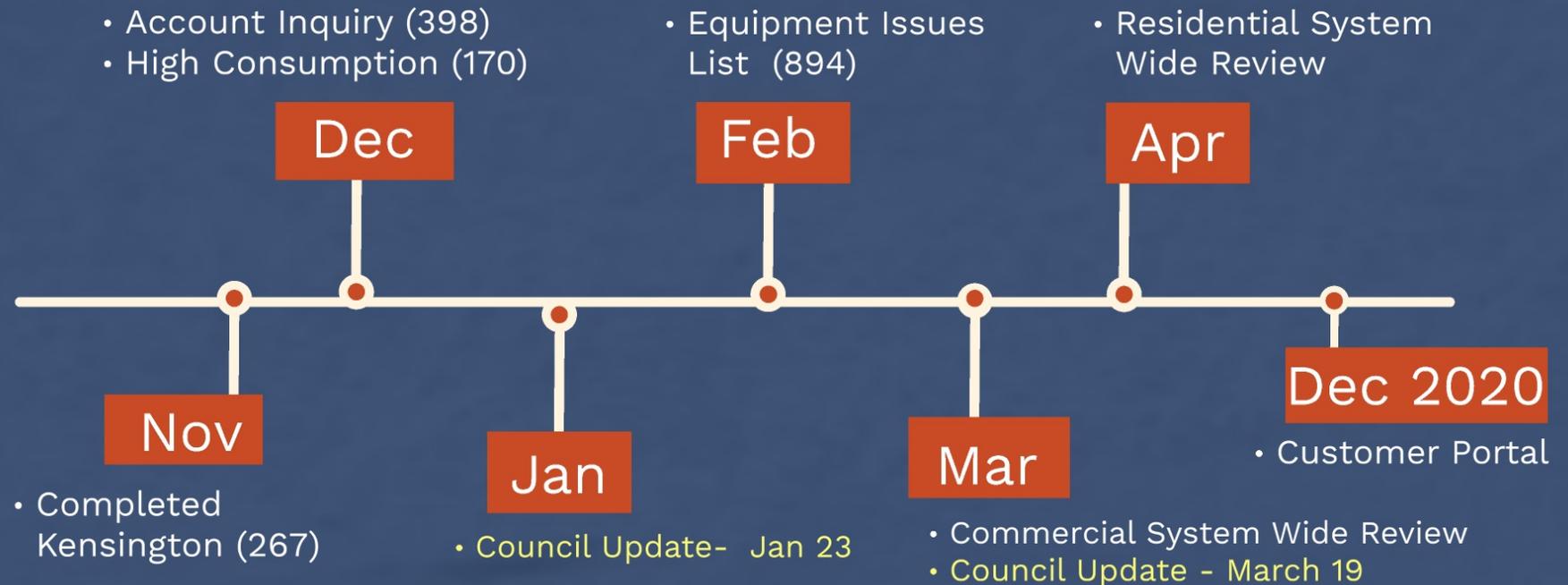
System Update

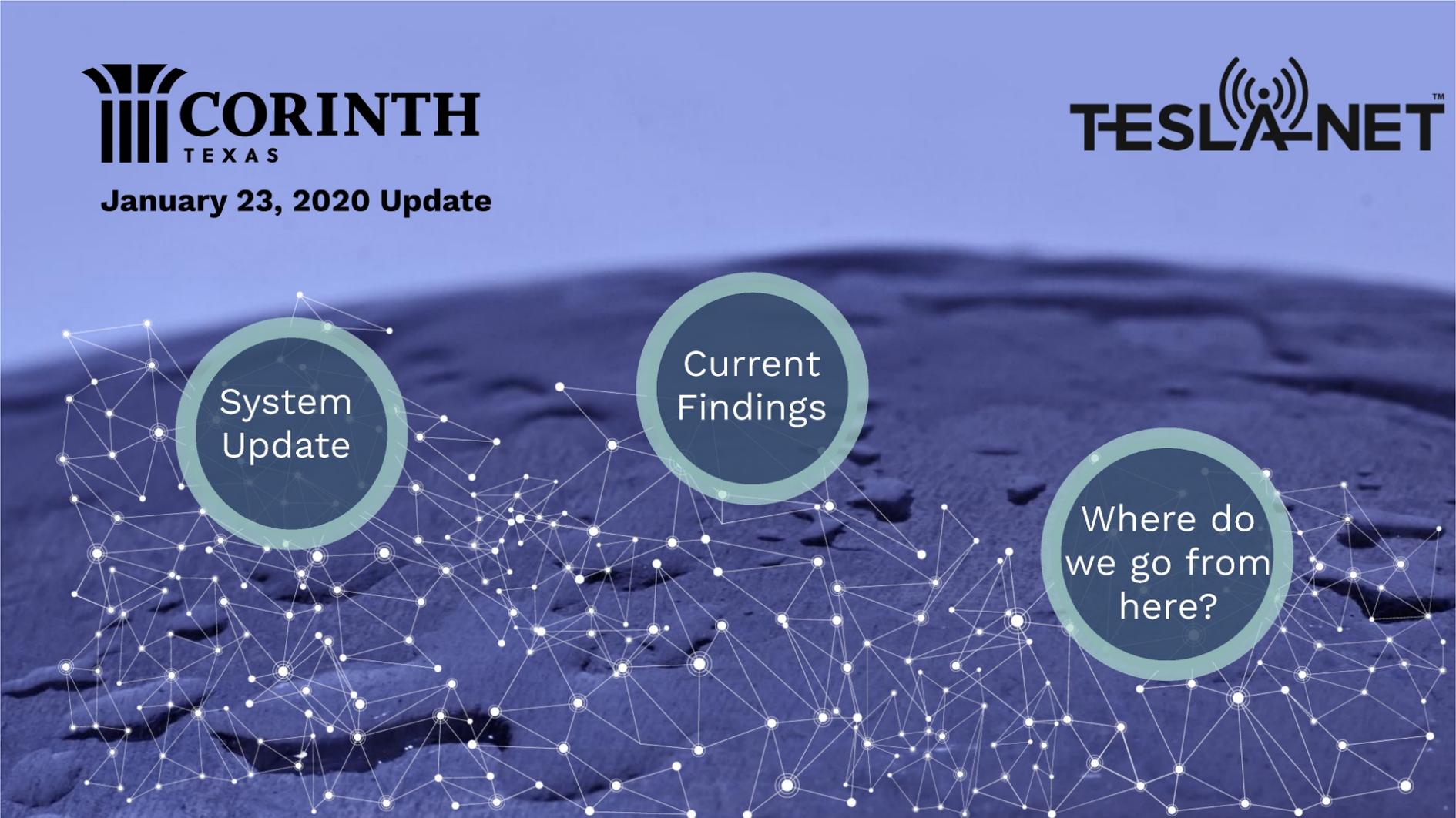
Current Findings

Where do we go from here?

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Perform field and consumption audits on all 7,264 water accounts





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