

Meter Replacement Program

Neptune has sent out the first sixteen contact letters to set up surveys with the customer. They have received responses from most of the customers contacted and have set up appointments to survey these meters. When the surveys are completed, Neptune can then inform the customer of the proper meter that needs installed. The customer will then call the Utility Office to order the meter.

The remaining list of large commercial users is being verified concerning the correct addresses and will be mailed to the customer shortly. These meters will be surveyed also to ascertain the correct meter to be installed.

These meters that are being installed will be equipped with the radio read antennae. The details of the installation of the radio read system are still being discussed.

Overall the total meter program consists of the following phases:

1. Replace the large meters identified by Neptune: The survey of large meters from Neptune was conducted in 2009. There were 193 meters identified that were reading inaccurately. Of that 193, 76 were replaced. The remaining 117 will be replaced in phase 1 of the program.
2. Contract with Neptune for the installation of the Fixed Base System
3. Identify large meters that do not have MIU's and have those customers purchase and install the MIU's to be compatible with our fixed base reading system (this will be at the cost of the customer)
4. Identify business customers that do not have the MIU's and have MIU's installed to be compatible with our fixed base meter reading system (this will be at the cost of the city)
5. Develop a plan to meter and read the meters placed within the distribution system to monitor distribution of water and proactively identify areas with leaks or water loss

6. Develop a plan to replace all residential meters within the city to read with the fixed base system

The Fixed Base System- This will start in conjunction with Phase 1 and will be discussed with the budget process. Total cost is estimated as \$167,000.

Other items to note-

- The city is unable to pay in advance for large meters- once the customer pays the utility office for their meter then the order can be placed
- The cost of the large meter is passed directly on to the customer, the city will accept the payment from the customer and submit it to Neptune once invoiced
- The cost of the installation can be paid directly by the customer to Neptune or billed to the city and we can pass the cost along on the water bill (discuss that this is still the way we want to handle it)
- Nothing can be committed today for the fixed base system, it will be discussed as part of our budget process
- The day before letters are mailed out, the city needs to receive a pdf copy of the letter
- The city needs to receive a weekly update on Fridays of the activity within the batches of letters and a status of each account