

Sent from . . .

On Sep 19, 2012, at 11:38 AM, . . .

I am going to share some concerns about the overbilling. It really is about the cost to Cal Am where they can save money and pass the consequences to the consumer who will be faulted and become a nuisance.

Some meters cannot be read due to meter read errors, equipment failures, broken or malfunctioning equipment, billing errors or even human errors. Some readers don't even report exactly what they see when visually reading the meters; they punch in whatever in order to make for a quick reading. Some are even reading with other distractions, including i-phones and i-pods which have been observed and shared, but the readers still do it. It's difficult to correct with some.

Other factors can be blamed on unlocked meter lids, register damage, meter interface units not tied properly

Submitted by  
Janice at  
10/15/12  
Board Meeting.  
Item 16

<https://webmail.postoffice.net/tp1/Message/123LBKQZP/PrintPreview?q=036qJNwBp58...> 10/14/2012

Shared  
w/me:  
share at  
MPWMM

(or at all) to the meter lids, register damage, damage due to transportation or installation (not all guys are good at installing the meters). The meters come in huge lots and are calibrated at the factory, but not here (where they are supposed to be re calibrated). Even some meters (which are claimed to be not working properly) are reused again in another's place.

Some meters have been noted where they cannot be read properly due to the meter base (underneath) not fitting properly to the meter. This can easily result in excessive water bills. One may say 3/4" and another says 1" ~ they just don't fit and yet they are installed anyway.

If there is an air pocket in the line from some ongoing water pipe updating/maintenance work, and the air pocket makes it to your home, it can definitely cause a misreading. There is much water work going on here to be looked at for Cal Am to ignore.

New meters are wireless and not encrypted making them vulnerable to being hacked into or intercepted by other wireless devices or oncoming air waves. And they do become jammed.

There are meters which were installed improperly with external damage to meter compounds and/or severed wires, causing for improper readings and billing processes because the installers were under a time frame.

No one saw to it that whatever usage was recorded that the information was accurately communicated thru an AMR (Automated Meter Reader) for use in the consumers' billing system.

All meter repair work, broken registers, duplicate MIU (Meter Interface Unit) number, missing information, or the mobile data collector (used to receive a signal) are out floating around; no accountability. A huge neglect.

Resolution:

→ When the meters are correctly maintained, all components will work properly. This would include:  
1) Correct size for register and meter (this what Eric

→

Resolution:

- referred to when mentioning "size" ?)
- 2) Successful transmitted readings to data collection devices make for accurate readings
- 3) Antennae locations should be placed in the meter lid
- 4) Antennas should be upright in the meter box
- 5) System wide audit (by an outside, reputable contractor) where you can evaluate and record proper information to residents and businesses should be in place.
- 6) Serial Numbers should match
- 7) Acct Numbers should match
- 8) Register size and dates
- 9) Register conditions should be noted
- 10) MIU and AMI numbers should match
- 11) Antenna positioning is very important and should not be disturbed
- 12) Water valves on/off
- 13) Location of meters (some are not within reading coordinates/locations)
- 14) Backflow information
- 15) CPS coordinates need to be within 3 meters of the reader (some vehicle readings are further)
- 16) Digital photographs should be taken routinely

I would like to  
be considered for this  
consumer team (😊)

Eric said cal Asu comes out -  
(not really) - should follow  
follow up w/ us - did not  
happen.