



CITY OF GLOBE
METER REPLACEMENT PROGRAM AND
METER READING SYSTEM



CURRENT WATER METERS AND METER READING SYSTEM

- City of Globe has approximately
3,600 Water meters
3,200 Residential --- 400 Commercial
- 75% of water meters have been in the ground for 10+ years
- As a meter ages, the meter slows down and under registers the amount of water it measures
- Therefore consumers may not be receiving correct bills



SENSUS METER AND FIREFLY

Batteries
are all-
inclusive
so the
entire unit
must be
replaced





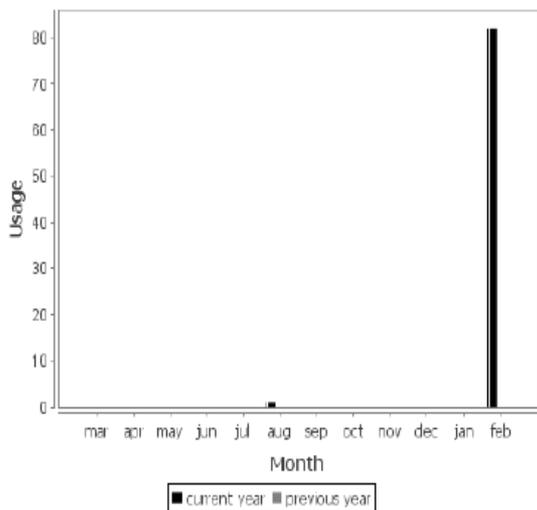
EXAMPLE OF CUSTOMERS BILL

This account has been active since Aug. 2013

Meter Number	Previous Read Date	Previous Read	Current Read Date	Current Read	Usage in 100 Gallons
10238170	01/23/2014	98	02/20/2014	180	82

PREVIOUS BALANCE	\$56.48
PAYMENT RECEIVED	\$56.48
PAST DUE BALANCE	\$0.00
WATER	31.88
2004 BOND REPAYMENT	8.00
SEWER	17.75
GARBAGE	19.75
WATER EXPLORATION	1.70
TAX	3.48

WATER USAGE (IN 100 GALLONS)



TOTAL CURRENT CHARGES	\$82.56
TOTAL AMOUNT DUE BY 03/15/2014 .	\$82.56



WHAT SHOULD OUR CUSTOMERS DO?

- Look over your water bill each month
- If you notice a drastic change or no consumption – Report it
- Be Aware – there is a charge for rechecking meters if our equipment is properly working
- Keep in mind as the summer months approach, water bills will increase
- If you receive a high bill due to faulty equipment – arrangements can be made with the water office



WHAT STAFF IS DOING

- Review Billing Registers each month to attempt to find any outrageous or questionable discrepancies
- Meter Readers manually rechecking approx. 80-90 meters/month to verify consumption so bills are correct
- Replacing water meters to increase accuracy in both meter readings and billings
- Working with customers who may get a high water bill due to faulty equipment to spread payments over a couple of months