



WATER METER AUDIT

Project Update #3

February 4, 2026

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Onsite Meter Replacement/ Testing and Radio Transmission Meter Verification

Meter verification, replacement, and testing is scheduled to begin February 9, 2026.

Kimley-Horn, AMKA Services, and M.E. Simpson meter testing and calibration personnel will evaluate a total of 450 randomly selected meters during the onsite meter replacement and testing portion of the audit. During this process, water meters will be removed by Town staff, packaged by Kimley-Horn, and sent for offsite testing. A new meter will be installed in place of the original water meters. These new meters will become permanent, and the original meter will not be reinstalled.

As a separate task for the audit, Kimley-Horn personnel will also read/verify 380 meters with existing radio transmission capabilities or Automatic Meter Reading (AMR). This task does not involve replacing or altering water meters.

Water meter personnel will be wearing high visibility vests, so that they are highly visible, and will be driving vehicles marked with their company logo: Town of Gilbert, Kimley-Horn, AMKA Services, and M.E. Simpson.

Property owners do not need to be present for this process, and it will be completed at no additional cost to them. Physical access to meters will be necessary for removal and replacement. A door hanger notification will be placed at the front entrance of the properties selected once meter verification or replacement is complete.

Progress to Date

The following outlines Kimley-Horn’s tasks and progress to date based on the contract for this project.

Task	Percent Completion
Task 2: Meter Verification	 5%
Task 3: Radio Transmission Audit	 5%
Task 4: Historical Use Analysis	 50%
Task 5: Billing Records Audit	 50%
Task 6: Asset Management Evaluation	 50%
Task 7: Meter Replacement Standard Operating Procedure Review	 10%
Task 8: Customer Service Logs	 50%
Task 9: Final Report	0%

Project Website

The project website created and managed by Kimley-Horn was made live on January 20, 2026. All project updates will be posted to the website biweekly on Wednesdays.

Comments, concerns, and other requests regarding the audit process should be emailed to SW-Public-Involvement@Kimley-Horn.com or submitted online at <https://www.surveymonkey.com/r/N2QYNVR>.