



WATER METER

AUDIT

Project Update #2

January 21, 2026

January 21, 2025

Water Meter Audit Contract

The Town of Gilbert (Town) hired Kimley-Horn, a third-party consultant, to conduct an independent audit of the Town's water meters. Kimley-Horn was selected by the Town using the [Title 34](#) process for procuring professional services. The Town interviewed three firms before making their final decision.

The contract was initiated on December 16, 2025. Kimley-Horn will evaluate and conduct an audit of the Town of Gilbert's (Town's) water metering infrastructure and related business practices to determine if residential and commercial water usage is measured and billed accurately, reliably, and in a timely manner. The audit includes testing meter accuracy, reviewing historical water usage, and auditing billing accuracy. Kimley-Horn will also be responsible for documenting public and media comments throughout.

Onsite Meter Replacement/Testing and Radio Transmission Meter Verification

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. Timing for meter verification, replacement, and testing will be provided once confirmed.

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.

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 should be emailed to SW-Public-Involvement@Kimley-Horn.com or submitted online at <https://www.surveymonkey.com/r/N2QYNVR>.