



WATER METER AUDIT

Project Update #1

November 12, 2025

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Project Overview

The Town of Gilbert hired Kimley-Horn, a third-party neutral consultant, to conduct an independent audit of Town of Gilbert water meters. The purpose of this project is to evaluate the Town's metering systems and business practices to ensure that property water use is measured and billed accurately. The audit includes verifying meters, analyzing past water usage, and collecting and reviewing data. Kimley-Horn will be responsible for public and media comments throughout. The project is anticipated to be completed in 2026.

A project website is currently being developed to provide updates on the project to the public and media. In the meantime, 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>. Representatives from the Town of Gilbert are also hosting Listening Sessions to engage in one-on-one conversations with attendees (details below).

Listening Session Details

Date: **Monday, November 10 | 4:00-6:00 p.m.**

Location: Gilbert Town Hall – Tower Room

50 E. Civic Center Dr, Gilbert, AZ 85296

[Register](#)

Date: **Saturday, November 15 | 9:00-11:00 p.m.**

Location: Gilbert Town Hall – Tower Room

50 E. Civic Center Dr, Gilbert, AZ 85296

[Register](#)

Date: **Wednesday, December 3 | 10:00 a.m.-1:00 p.m.**

Location: Santan Vista Water Treatment Plant

3695 E. Ocotillo Rd, Gilbert, AZ 85298

Facility tours will be provided

[Register](#)

**Please include your home address and utility account number so that we can investigate your concern in detail. Your information will not be shared.*