



# **WATER METER** AUDIT

**Project Update #5**

*March 3, 2026*

## March 3, 2026

### Ongoing Onsite Meter Replacement/ Testing and Radio Transmission Meter Verification

Kimley-Horn, AMKA Services, and M.E. Simpson meter testing and calibration personnel began onsite meter replacements and testing as well as meter reading/verification using radio transmission capabilities or Automatic Meter Reading (AMR) on February 9, 2026.

Meter reading/verification using radio transmission capabilities has been completed and the data is now undergoing a quality control analysis. Onsite meter replacements are expected to be completed the first week of March 2026. As of February 26, 2026, 408 meters have been replaced and sent for offsite testing.

Kimley-Horn calculated the required sample size using a standard statistical formula, and meters were selected using a computer-based random number generator. Each of the 90,000+ meters owned by the Town of Gilbert had an equal chance of being chosen.

Water meter personnel have and will continue to knock on the front door of properties selected as part of the randomized sample in an attempt to contact property owners prior to meter replacements and readings. Door hanger notifications have been and will continue to be placed at properties after meter replacements are completed. If you do not receive a door hanger at your property between February 9 and the first week of March, your meter was not randomly selected for any form of testing related to the audit.









**These replacements were initiated in response to community requests to verify that the Town's water meters and Advanced Metering Infrastructure (AMI) systems are functioning properly and billing is accurate.** Installing new, factory-certified meters is necessary as part of this audit, because the original meters must be tested offsite for accuracy. **All the newly installed meters have already been tested for reading accuracy prior to installation.** All meters that have been or will be replaced were selected at random, not because an issue was previously identified. Please be advised that water meters are Town property, and original meters cannot be reinstalled.

Kimley-Horn will provide an audit update to Town Council on March 3, 2026, and final results of the audit will be presented to Town Council on April 7, 2026. The final report will be posted to the following websites:

- [khwatermeteraudit.com](http://khwatermeteraudit.com)
- [gilbertaz.gov/UtilityUpdates](http://gilbertaz.gov/UtilityUpdates)

## Progress to Date

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

Task	Percent Completion
<b>Task 2:</b> Meter Verification	 80%
<b>Task 3:</b> Radio Transmission Audit	 90%
<b>Task 4:</b> Historical Use Analysis	 70%
<b>Task 5:</b> Billing Records Audit	 65%
<b>Task 6:</b> Asset Management Evaluation	 65%
<b>Task 7:</b> Meter Replacement Standard Operating Procedure Review	 50%
<b>Task 8:</b> Customer Service Logs	 70%
<b>Task 9:</b> Final Report	 15%

## 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](mailto:SW-Public-Involvement@Kimley-Horn.com) or submitted online at <https://www.surveymonkey.com/r/N2QYNVR>.