



WATER METER

AUDIT

Project Update #7

April 1, 2026

April 1, 2026

Ongoing Onsite Meter Replacement/ Testing and Radio Transmission Meter Verification

Meter reading/verification using radio transmission capabilities has been completed and the data is now undergoing a quality control analysis. Onsite meter replacements have also been completed. 497 meters were sent for offsite testing, and as of April 1, 2026, Kimley-Horn received results for 363 of those meters. The results received are undergoing a quality control analysis.

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.

Findings









On March 3, 2026, Kimley-Horn presented a project update to Town Council. Click the following link to view the presentation recording: <https://www.youtube.com/live/78ll7g-T0BM?si=ncoeuFGYm4R5vnHf>.

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
- 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
Task 2: Meter Verification	 100%
Task 3: Radio Transmission Audit	 100%
Task 4: Historical Use Analysis	 95%
Task 5: Billing Records Audit	 95%
Task 6: Asset Management Evaluation	 100%
Task 7: Meter Replacement Standard Operating Procedure Review	 90%
Task 8: Customer Service Logs	 80%
Task 9: Final Report	 60%

Stay Informed

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>.