



MEMORANDUM

Date: March 18, 2025 Revision
 To: Plum Creek Municipal Authority
 From: Jamie D. Lorah, P.E; Technical Director
 Subject: Water Meter Survey Findings
 SSM File: 100483.2025
 cc:

Water Meter Reading Errors

PCMA has received numerous customer complaints regarding unusually high water meter readings in recent months. SSM has reviewed both recent meter readings and historical data to identify potential causes for these discrepancies. Possible explanations include "catch-up" readings, leaks, or faulty meters. Below is a summary for each water customer. All account numbers have been replaced with a reference letter to protect customer privacy.

POTENTIAL FALSE METER READINGS – CREDITS RECOMMENDED

Account B

The 2024 average for this account increased to *17,500 gallons*, compared to the previous years' average of *10,500 gallons*. This increase is likely due to a catch-up reading of 36,000 gallons in June 2024. We recommend a small credit be issued to the owner. We suggest billing them for 12,000 gallons, their largest annual average, for the June 2024 reading and issuing the appropriate credit.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 – 2021			Prior to 2024	Delta (2024-Prior Avg.)
17,500	36,000	12,000	11,000	9,250	12,000	8,250	10,500	7,000

Account D

The 2024 average increased to *20,250 gallons*, compared to the previous years' average of *12,550 gallons*. This increase is likely due to a catch-up reading of 46,000 gallons in June 2024. We feel that the 2023 readings may have been falsely low and would likely be closer to 13,000 gallons per Quarter, which is a difference of approximately 3,250 gals per Quarter, or 16,250 gals total in 2023 and March 2024. The under-billings were based on approximately 16,250 gals in 2023-2024, and the June 2024 reading may have an over-billing of approximately 31,300 gals. A one-time "credit" in the amount of 15,000 gallons may be warranted.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 – 2021			Prior to 2024	Delta (2024-Prior Avg.)
20,250	46,000	9,750	15,250	14,000	13,250	10,500	12,550	7,700



Account J

The 2024 average increased to *51,750 gallons*, compared to the previous years' average of *19,900 gallons*. This increase is likely due to a catch-up reading of 124,000 gallons in June 2024. We recommend a credit be issued to the owner. Average usage prior to 2024 was 19,900 gals/Quarter. We recommend issuing a one-time “credit” for their June 2024 bill; it can be billed assuming a usage of 19,900 gals/Qtr.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 – 2021			Prior to 2024	Delta (2024-Prior Avg.)
51,750	124,000	19,750	19,000	22,750	26,250	11,750	19,900	31,850

Account L

The 2024 average increased to *23,000 gallons*, compared to the previous years' average of *13,050 gallons*. This increase is likely due to a catch-up reading of 48,000 gallons in June 2024. Their current usage is 17,000 gallons, and the previous 2 years of billings could have been under-charged by 24,000 gallons. In typical years, June billings have averaged approximately 16,000 gallons. This year, it was 48,000 gallons (a 32,000 gallon overage). We recommend a one-time “credit” be issued to the owner based on the difference between 32,000 gals over-billing (in June 2024) and 24,000 gals under-billing (in 2022-2023), a difference of 8,000 gallons.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
23,000	48,000	12,750	14,750	12,250	13,250	12,250	13,050	9,950

Account M

The 2024 average increased to *27,250 gallons*, compared to the previous years' average of *16,017 gallons*. This increase is likely due to a catch-up reading of 76,000 gallons in June 2024. The readings in 2023 appear to be low and were very likely to be estimated. Average usage appeared to be approximately 17,600 gallons per Quarter. There was likely an under-billing of approximately 30,918 gals in 2023 (difference between the pre-2023 average and 9,833 gals/Qtr). In 2024, the over-billing in June was approximately 58,400. We recommend issuing a “credit” for 17,600 gallons for the June 2024 billing.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
27,250	76,000	9,833	18,500	16,500	19,000	16,250	16,017	11,233

Account P

This account started in 2022, and a new meter was purchased. The 2024 average increased to *32,350 gallons*, compared to the previous years' average of *14,167 gallons*. This increase is likely due to a catch-up reading of 75,000 gallons in June 2024. Current usage averages 21,000 gallons. We believe that they were under-billed in 2023 and March 2024 by as much as 6,800 gals/Quarter, or 34,000 gals. total. Over-billings were based on



approximately 54,000 gals. in June 2024 (over the 21,000 gals/Qtr typical usage). The difference between the 34,000 gals of under-billing and the 54,000 gallons of overbilling is a difference of about 20,000 gallons. Therefore, we recommend a “credit” for 20,000 gallons of water usage for the June 2024 billing.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024- Prior Avg.)
32,250	75,000	13,500	19,000	Account start in 2022.	16,250	16,000

Account X

The 2024 average increased to 25,000 gallons, compared to the previous years' average of 18,200 gallons. This increase is likely due to a catch-up reading of 41,000 gallons in June 2024. Average billings from 2023 through March 2024 were based on 20,000 gallons. Current billings average 20,500 gals./Qtr. Therefore, we believe that the meter was being read correctly in 2023. We recommend a “credit” be issued for the difference between the 41,000 and 20,500 gals/Qtr current average. The reason for the increase is currently unknown; survey says this is a Sensus meter. Authority should check if it is an iPerl or if the meter needs to be replaced.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024- Prior Avg.)
25,000	41,000	20,500	18,000	18,500 18,000 16,000	18,200	6,800

Account Y

The 2024 average increased to 9,500 gallons, compared to the previous years' average of 7,800 gallons. This increase is likely due to a catch-up reading of 13,000 gallons in June 2024. This can be considered for a “credit” of the overages for 2024, as previous readings were all below 9,000 gallons.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024- Prior Avg.)
9,500	13,000	7,250	9,500	7,500 7,250 7,500	7,800	1,700

Account BB

The 2024 average increased to 12,250 gallons, compared to the previous years' average of 6,450 gallons. This increase is likely due to a catch-up reading of 25,000 gallons in June 2024. There may have been under-billings in 2022-2023. Therefore, we recommend issuing a “credit” due to all other readings being below the 9,000 gallons per quarter; we recommend issuing a one-time “credit” for the amount over 9,000 gals. only (for June 2024).

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024- Prior Avg.)
12,250	25,000	9,750	6,000	750 8,250 7,500	6,450	5,800



Account FF

The 2024 average increased to 13,000 gallons, compared to the previous years' average of 2,950 gallons. This increase is likely due to a catch-up reading of 36,000 gallons in June 2024. There may have been under-billings in 2022-2023. Therefore, we recommend issuing a “credit” due to all other readings being below the 9,000 gallons per quarter. We recommend issuing a one-time “credit” for the amount over 9,000 gals. in June 2024 due to the inconsistency in meter readings and the intermittent water usage from quarter to quarter.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
13,000	36,000	3,250	3,000	5,250	2,000	1,250	2,950	10,050

Account GG

The 2024 average increased to 16,250 gallons, compared to the previous years' average of 1,700 gallons. This increase is likely due to a catch-up reading of 52,000 gallons in September 2024. We recommend issuing a “credit” due to all other readings being below the 9,000 gallons per quarter; a one-time “credit” should be issued for the amount over 9,000 gals. in June and September 2024. This meter should be investigated further due to inconsistent readings.

Yearly and Quarterly Averages (Gallons)								
2024	September 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
16,250	52,000	1,750	4,500	1,250	750	250	1,700	14,550

Account HH

The 2024 average increased to 9,500 gallons, compared to the previous years' average of 3,000 gallons. This is a relatively new customer (sometime in 2023). In June 2024, a negative reading was recorded, which raises questions on the accuracy of the meter readings. However, on September 2024, there was a reading of 37,000 gallons. There were likely under-billings prior to 2024, but we have no proof of this. For now, we recommend issuing a one-time “credit” for the amount over 9,000 gals. in September 2024.

Yearly and Quarterly Averages (Gallons)					
2024	September 2024	June 2024	2023	Prior to 2024	Delta (2024-Prior Avg.)
9,500	37,000	(2,000)	3,000	3,000	6,500



Account JJ

The 2024 average increased to *14,000 gallons*, compared to the previous years' average of *7,450 gallons*. There may have been under-billings in 2022-2023, but several of the billings were over 9,000 gallons in the past five (5) years. Due to the inconsistencies between pre-2024 and year 2024, but the more consistent quarterly readings in 2024 itself, we recommend issuing a one-time “credit” for the amount over 9,000 gals. in June 2024 only.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
14,000	18,000	8,000	8,250	7,500	8,000	5,500	7,450	6,550



WATER LEAKS

The following provides accounts which were found by the PCMA Operator to have leaks, or are recommended to be checked for leaks.

Account C

The 2024 average increased to 20,250 gallons, compared to the previous years' average of 15,800 gallons. The increase is likely attributed a hose leak, which was identified during PCMA's site visit. Due to the leak, it cannot be said if the increase was caused by any inaccurate readings.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
20,250	36,000	16,250	17,250	15,000	17,000	13,500	15,800	4,450

Account E

A new owner moved into this property in 2022. The 2024 average increased to 25,000 gallons, compared to the previous years' average of 4,500 gallons. This increase is likely due to a catch-up reading (or possible running water/leak) in June 2024. Their current average was 5,000 gallons/Quarter, but we recommend that the Authority confirm if they were present or had a leak in both June 2024 (59,000 gals/Qtr) and December 2024 (31,000 gals/Qtr).

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
25,000	59,000	4,500	4,500	New Owner - Moved in 2022			4,500	20,500

Account H

The 2024 average increased to 17,750 gallons, compared to the previous years' average of 16,400 gallons. The increase is likely attributed a toilet leak, which was identified during PCMA's site visit. Due to the leak, it cannot be said if the increase was caused by any inaccurate readings.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
17,750	29,000	15,000	15,250	14,250	19,000	18,500	16,400	1,350

Account N

The 2024 average increased to 13,750 gallons, compared to the previous years' average of 10,813 gallons. The increase is likely attributed a hose bib leak, which was identified during PCMA's site visit. Due to the leak, it cannot be said if the increase was caused by any inaccurate readings.



Yearly and Quarterly Averages (Gallons)							
2024	June 2024	2023	2022	2019 - 2021		Prior to 2024	Delta (2024-Prior Avg.)
13,750	18,000	10,500	11,000	11,750	10,000	10,813	2,938

Account KK

The 2024 average increased to 23,500 gallons, compared to the previous years' average of 9,350 gallons. This increase is likely due to a catch-up reading of 30,000 gallons in June 2024. The readings prior to 2024 fluctuated significantly and some may have been estimated, but the 2024 quarterly meter readings are all consistently high. This seems to indicate a small leak or a leaking toilet could be present at this location. We recommend that the Authority assist this customer is checking for leaks, and no credit should be issued at this time.

Yearly and Quarterly Averages (Gallons)							
2024	June 2024	2023	2022	2019 - 2021		Prior to 2024	Delta (2024-Prior Avg.)
23,500	30,000	7,000	16,000	11,500	6,500	5,750	9,350



NO FURTHER ACTION NEEDED

The below accounts show minor changes in water consumption, which do not suggest any issues with the readings or the meter:

Account A

The 2024 average for this account increased to *11,000 gallons*, compared to the previous years' average of *9,900 gallons*. This increase is likely due to a catch-up reading of 20,000 gallons in June 2024. The variation does not seem to warrant a “credit” onto the bill. Since a “credit” was already issued (for the amount over 9,000 gallons), no additional action appears to be necessary.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
11,000	20,000	9,250	10,500	10,000	10,500	9,250	9,900	1,100

Account F

The 2024 average increased to *19,500 gallons*, compared to the previous years' average of *18,625 gallons*. This increase is likely due to a catch-up reading of 33,000 gallons in June 2024. This account started in 2020, so the 2019 average was omitted. There may have been under-billings in 2022-2023, so the June 2024 reading was likely a catch-up reading.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
19,500	33,000	17,750	17,250	24,500	15,000		18,625	875

Account G

The 2024 average increased to *22,250 gallons*, compared to the previous years' average of *15,800 gallons*. This increase is likely due to a catch-up reading of 37,000 gallons in June 2024. We suggest that the readings in 2023 could have been falsely “low,” and 2024 provided a catch-up to the meter readings of 2023. In our opinion, no credit is currently due; the current usage is 18,500/Quarter, and they have a Sensus meter.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
22,250	37,000	14,750	17,750	12,500	17,250	16,750	15,800	6,450



Account I

As this property is occupied by a renter, we have no current information on how it is utilized. Is it a family? Do they have parties? Do they have other individuals staying here? Has it been a consistent renter since 2019? Due to the fact that we have no information, we are not recommending a “credit” at this time.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
14,750	19,000	13,250	11,000	10,250	4,750	5,000	8,850	5,900

Account K

The 2024 average increased to *11,000 gallons*, compared to the previous years' average of *9,600 gallons*. This increase is likely due to a catch-up reading of 21,000 gallons in June 2024. The customer under-billings could have been as much as 5,000 gallons in 2023 through March 2024. The over-billing was likely 10,000 gallons in June 2024. A possible credit of 5,000 could be issued, if the owner were to “push” (for June 2024).

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
11,000	21,000	10,500	10,000	7,250	10,250	10,000	9,600	1,400

Account O

The 2024 average decreased slightly to *13,250 gallons*, compared to the previous years' average of *14,900 gallons*. Since this is a decrease, no credit is due. Prior to September 2024, the property was occupied by a renter. There was a leak in the walls, and the property was sold in 2/2025. The inconsistency in residents may explain the fluctuations in water usage from year to year.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
13,250	32,000	34,750	21,250	2,750	6,750	9,000	14,900	(1,650)

Account Q

The 2024 average increased to *19,500 gallons*, compared to the previous years' average of *1,600 gallons*. This increase is likely due to a catch-up reading of 75,000 gallons in June 2024. A “credit” was already issued to the account for the June 2024 bill. This is a resident who stays intermittently.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
19,500	75,000	2,000	750	1,000	2,500	1,750	1,600	17,900



Account R

The 2024 average decreased to 19,250 gallons, compared to the previous years' average of 21,542 gallons. This is a decrease and, therefore, no credit is due. The account began in 2022 and has had a fairly consistent usage rate/pattern. It is possible that there were under-billings in 2023, and the June 2024 billing for 22,000 gals. was a slight catch-up. We do not recommend issuing a “credit” at this time.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024-Prior Avg.)
19,250	22,000	18,750	24,333	Account start in 2022.	21,542	(2,292)

Account S

The 2024 average increased to 20,250 gallons, compared to the previous years' average of 11,050 gallons. This increase is likely due to a catch-up reading of 39,000 gallons in June 2024. We are assuming their bills were estimated in 2022-2023, and they may have been under-billed by as much as 30,000 gallons; current usage averages approximately 16,000 gallons. The catch-up reading was 39,000 gallons, which is 23,000 gallons over the current average. So, in comparison, they could have been under-billed by 30,000 and over-billed by 23,000. We recommend not issuing a “credit” for the June 2024 bill at this time.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024-Prior Avg.)
20,250	39,000	12,250	12,250	10,250 10,000 10,500	11,050	9,200

Account T

The 2024 average increased to 20,250 gallons, compared to the previous years' average of 16,350 gallons. This increase is likely due to a catch-up reading of 36,000 gallons in June 2024. It appears that the owner may have been under-billed by a total of about 20,000 gals (over 5 Qtrs. Using 17,000 gals current average). Then, they were overbilled by about 19,650 gals. We are not recommending a “credit” at this time for the June 2024 billing; this was a catch-up reading, and they would have paid for this in 2023 anyway.

Yearly and Quarterly Averages (Gallons)						
2024	June 2024	2023	2022	2019 - 2021	Prior to 2024	Delta (2024-Prior Avg.)
20,250	36,000	13,000	18,000	17,250 18,000 15,500	16,350	3,900



Account U

The 2024 average increased to 17,750 gallons, compared to the previous years' average of 13,938 gallons. This increase is likely due to a catch-up reading of 27,000 gallons in June 2024. The billings were based on 15,200 gals/Qtr. average (5 Qtrs in 2023 through March 2024). Current billings are based on 17,500 gals. It appears that the owner may have been under-billed by a total of about 11,500 gals (over 5 Qtrs. using 17,500 gals current average). Then, they were possibly overbilled by about 9,500 gals in June 2024. We are not recommending a “credit” at this time for the June 2024 billing; this was a catch-up reading, and they would have paid for this in 2023 anyway.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
17,750	27,000	16,750	15,250	13,750	10,000		13,938	3,813

Account V

The 2024 average increased to 12,250 gallons, compared to the previous years' average of 10,063 gallons. This increase is likely due to a catch-up reading of 15,000 gallons in June 2024. The billings were based on 9,200 gals/Qtr. average (5 Qtrs in 2023 through March 2024). Current billings are based on 11,500 gals. It appears that the owner may have been under-billed by a total of about 11,500 gals (over 5 Qtrs. using 11,500 gals current average). Then, they were possibly overbilled by about 3,500 gals in June 2024. We are not recommending a “credit” at this time for the June 2024 billing; this was a catch-up reading, and they would have paid for this in 2023 anyway.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
12,250	15,000	8,750	15,250	7,250	9,000		10,063	2,188

Account W

The 2024 average increased to 13,598 gallons, compared to the previous years' average of 7,158 gallons. This increase is likely due to a catch-up reading of 38,750 gallons in June 2024. It appears that, during the year 2023, the owner’s meter may not have been read, or the owner was not present at the site. The data suggests that 2024 was a catch-up year. Under-billings were possibly 4,873 gals in 2023, a total of 19,492 gals. (over 5 Qtrs) Over-billings may have been 31,600 gals. We suggest that the “overage” credit may be adequate, but this should be verified.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
13,598	38,750	2,284	8,093	7,500	8,580	9,333	7,158	6,440



Account Z

The 2024 average increased to 8,250 gallons, compared to the previous years' average of 950 gallons. This customer received a new meter at the end of 2023, so the average prior to 2024 is **not** accurate and should not be used for comparison. Since there is no accurate data to compare to, it is difficult to justify issuing a credit. It is also important to note that the homeowner became a full time resident as of August 2024.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
8,250	18,000	New Meter	250	750	1,250	1,500	950	7,300

Account AA

The 2024 average slightly increased to 15,750 gallons, compared to the previous years' average of 14,050 gallons. This increase is likely due to a catch-up reading of 21,000 gallons in June 2024. No credit is recommended for this account, as the 2023 meter readings appear to be “false” or under-billings.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
15,750	21,000	10,750	14,500	14,500	15,500	15,000	14,050	1,700

Account CC

The 2024 average slightly decreased to 10,500 gallons, compared to the previous years' average of 10,900 gallons. There appears to have been a catch-up reading of 22,000 gallons in June 2024, which appears to be valid. No “credit” is recommended at this time.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
10,500	22,000	10,500	12,500	10,250	11,000	10,250	10,900	(400)

Account DD

The 2024 average increased to 19,667 gallons, compared to the previous years' average of 12,350 gallons. This increase is likely due to a catch-up reading of 30,000 gallons in June 2024. There is a new owner here as of December 13, 2024. A “credit” may not be warranted if they are no longer a customer. However, it appears that the owner was under-billed in 2023, and June 2024 was a catch-up bill.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
19,667	30,000	11,000	14,500	12,000	12,750	11,500	12,350	7,317



Account EE

The 2024 average slightly increased to 9,750 gallons, compared to the previous years' average of 7,600 gallons. This increase is likely due to a catch-up reading of 13,000 gallons in June 2024. Also, there are several “0” gallon water usage billing quarters that “skew” the results, making their actual quarterly water usage averages quite a bit higher. No credit is recommended for this account, as the readings are very inconsistent but are much higher during quarters in which the home was occupied.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
9,750	13,000	11,500	11,500	9,000	4,000	2,000	7,600	2,150

Account LL

The 2024 average increased to 18,000 gallons, compared to the previous years' average of 12,850 gallons. This increase is likely due to a catch-up reading of 26,000 gallons in June 2024. There was a similar reading in September 2024 of 24,000 gallons. The owner did a 5-gallon bucket test and confirmed the readings were accurate, thus we do not recommend issuing a credit for this account.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
18,000	26,000	12,000	12,250	11,000	17,000	12,000	12,850	5,150

Account MM

The 2024 average slightly increased to 10,250 gallons, compared to the previous years' average of 7,450 gallons. There was a high reading in September 2024 that skewed the average, but the owner did confirm this was accurate, as the irrigation system was running. We do not recommend issuing a credit for this account.

Yearly and Quarterly Averages (Gallons)								
2024	June 2024	2023	2022	2019 - 2021			Prior to 2024	Delta (2024-Prior Avg.)
10,250	13,000	10,000	7,750	3,750	9,750	6,000	7,450	2,800



METER ERRORS

There is no reason to believe any of the meters are malfunctioning, except for possibly one or two identified above. All survey responses received indicated that all meters were Sensus or Sensus iPerl. We recommend verifying that each of these meters (the ones not specifically stated as such) are Sensus iPerl meters. We also recommend issuing the “credits” where warranted and where noted above.

Sincerely,

A handwritten signature in cursive script that reads "Jamie D Lorah".

Jamie D. Lorah, P.E., Technical Director
Spotts, Stevens and McCoy