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6 November 2017

Village Water Association

Re: Meter Reading Issue

To: Sal Fayad,

Recently Village water accepted our recommendation to upgrade your meter reading capabilities by utilizing our Solid State Registers (SSR). One aspect of this register is an increase in Village Waters ability to find suspected customer side leaks. This was an important aspect for Village Water so that you can improve your level of customer service. Part of the new registers functions are a 10 digit display. This new display shows water usage down to the thousandth of a gallon. The old display is 6 digits. A Village Water meter reading employee read the new meters manually exactly as they were taught to do. With the increased granularity of the new register 10 digits rather than 6 this lead to the incorrect billing. As we understand the situation only 3 out of 460 customers had these new SSR registers at the time of the last meter reading. So this was an extremely limited situation for Village Water. This in no way affected any electronic readings that were performed with the system.

We failed to properly train your meter readers during this transition for manual readings. This has been corrected so that no further discrepancies should be seen.

Sincerely,

Jerry Johnson

Jerry Johnson
Mueller Systems
Territory Manager – LA, MS