



AGENDA
Utility Management Review Board

December 1, 2016
10:00 am
Room 31, Legislative Plaza
301 Sixth Avenue North
(6th Avenue between Charlotte Avenue and Union Street)
Nashville, Tennessee

Call to Order

Approval of minutes October 6, 2016 Pg. 2

Cases – Financial Distress Spring Creek UD Hardeman County Pg. 7

Status – Investigation Cherokee Hills UD Polk County Pg. 17
Clay Gas UD Clay County Pg. 21

Customer Complaint Barnabi v. Laguado UD Pg. 30

Miscellaneous: Complaint Statistics Pg. 105
Training Approvals Pg. 106
Legislation Review Pg. 111
Proposed 2017 UMRB Meeting Resolution Pg. 112
2017 Water Loss Discussion Pg. 113
Open Discussion

Visitors to the Legislative Plaza are required to pass through a metal detector and must present photo identification. Individuals with disabilities who wish to participate in this meeting or to review filings should contact the Office of Administration, Comptroller of the Treasury, to discuss any auxiliary aids or services need to facilitate such participation. Such contact may be in person or by writing, telephone or other means, and should be made prior to the scheduled meeting date to allow time to provide such aid or service. Contact the Office of the Comptroller (John Greer) for further information.

505 Deaderick Street, Suite 1700
James K. Polk State Office Building
Nashville, TN 37243-1402
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John.Greer@cot.tn.gov

MINUTES
of the
UTILITY MANAGEMENT REVIEW BOARD MEETING
October 6, 2016
10:00 am

Chair Ann Butterworth detected a quorum and called to order the meeting of the Utility Management Review Board (UMRB) in the Committee Hearing Room 31 in the Legislative Plaza.

Board members present and constituting a quorum:

Ann Butterworth, Chair, Comptroller Designee
Tom Moss, Vice-Chair, Department of Environment and Conservation (TDEC) Commissioner Designee
Tim Pelham, West Warren Viola Utility District Manager
Jason West, Second South Cheatham Utility District Commissioner
Pat Riley, Gibson County Utility District Manager

Members Absent:

Rebecca Hunter, Hixson Utility District Commissioner
Jim Hunter, West Wilson Utility District Commissioner
Kevin Botts, Consumer Representative
Bruce Giles, First Utility District of Knox County Manager

Staff Present:

John Greer, Comptroller's Office
Collier Roberts, Comptroller's Office

Counsel Present:

Betsy Knotts, Comptroller's Office

Approval of Minutes

Tim Pelham moved to approve the minutes of June 2nd as written. Mr. West seconded the motion, which passed unanimously.

Status Update – Financial Distress

Witt Utility District

Motion was made by Tim Pelham to 1) let the district know there has been substantial compliance with the order, 2) to send a letter encouraging reimbursement and 3) provide the board with an update on their rate study by January 20th, 2017. Mr. Riley seconded the motion, which passed unanimously.

Status Update – Investigation

Iron City Utility District

Mr. Greer gave an update that Lawrence County is paying for an engineering study of the district and will have to wait until that is over to update the board for the December meeting. No action was taken.

Lone Oak Utility District

Mr. Greer gave an update on the merger to the board. They are still in negotiations and waiting to sign the consolidation agreement with Walden's Ridge Utility District. No action was taken.

Status – Water Loss

Saltillo Utility District

Mr. Greer gave an update on Saltillo UD stating that they hired someone from TAUD to help them fill out their AWWA worksheet and they also hired a leak specialist. No action was taken.

Petition

West Stewart Utility District

Mr. Greer gave an update on the district letting the board know that a petition was filed to expand services to include sewer. No action was taken.

Customer Complaint

Stroop v. Winchester Center Grove Utility District

Mr. Greer provided a summary of this case to the board, with no parties present. The board made a motion that there was substantial compliance and to encourage even more compliance with the policies and to give the district sample language for drafting policies and procedures. The board seconded the motion, which passed unanimously.

Hodgeson v. Minor Hill Utility District

Mr. Greer provided a summary of this case to the board. Both parties were present and testified. Motion was made by Mr. West that Minor Hill UD had substantially complied with its leak adjustment policy; and, that the Complainant shall not be responsible for bills charged to the Complainant after the District's termination of service. The UMRB also encouraged the District and Complainant to work out a fair payment plan moving forward. Mr. Pelham seconded the motion, which passed unanimously.

Hood v. Ocoee

Ms. Knotts gave an update that a settlement has been tentatively reached in the Hood v. Ocoee case. The board made a motion to dismiss the case pending a receipt of the official settlement. The board seconded the motion, which passed unanimously.

Russell v. First Utility District Hardin

Mr. Greer gave summary of this case to the board, with both parties present to give an account of the situation. Mr. West moved that the board dismiss the case because the District substantially complied with its policy related to leak adjustments. The UMRB recommended that the District consider putting into place policies that require the District to assess and establish the meter size when a tap is set and to educate its customers when there are high water pressure situations. Mr. Moss seconded the motion, which passed unanimously.

Colp v. East Sevier County Utility District

Mr. Greer gave a summary of this case to the board, with neither parties present. Tom Moss recused himself from case (conflict of interest). Mr. West moved to issue a full refund to Mr. Colp because East Sevier County UD policies did not contemplate a charge for service when service has been terminated and is not available to the customer. Mr. Riley seconded the motion, Mr. Pelham third, which passed unanimously.

Caldwell v. Southside Utility District

Mr. Greer gave a summary of the case to the board, with both parties present to give an account of the situation. Mr. West moved that the district complied with its policy. Mr. Moss seconded the motion, which passed unanimously.

Harris v. South Blount Utility District

Mr. Greer gave a summary of the case to the board, with only one party present (South Blount UD) to give account. Mr. West moved that the district followed and complied with its policies and procedures relating to service connections. Mr. Moss seconded the motion, which passed unanimously.

Miscellaneous

Complaint Statistics

Mr. Greer provided an update on the complaint statistics with 69 complaints to the Utilities line at the Comptroller's Office.

Training Approvals

Ms. Knotts has approved necessary training.

Next UMRB Meeting

Mr. Greer announced the next **regularly scheduled UMRB meeting** would be on December 1st, 2016, at 10:00am, in room 31 of Legislative Plaza.

Open Discussion

Mr. Greer provided the board with a letter from Rep. Mike Carter regarding the review of Savannah Valley Utility District. Mr. Pelham moved the board accept the request for review of Savannah Valley UD. Mr. Moss seconded the motion, which passed unanimously.

Mr. Moss moved the staff draft policy language for commissioner training and leniency in the rare instance a commissioner can't make the training. Mr. West seconded the motion, which passed unanimously.

Mr. Moss moved the staff draft policy language for utility districts stating that it is not appropriate for them to live off grants (to be consistent with WWFB). Mr. Pelham seconded the motion, which passed unanimously.

Ms. Butterworth adjourned the meeting of the UMRB at 12:53pm.

Respectfully submitted,

Ann Butterworth
Chair

DRAFT

Financial Distress Cases

**UTILITY MANAGEMENT REVIEW BOARD
Case Study**

Case: Spring Creek Utility District
President: Robert T. Vickers
Customers: 914
Validity Score: 67
Non-Revenue Water: 10.30%

Spring Creek Utility District has been reported to the Board as having two consecutive years with a negative change in net position as of June 30, 2015. The rate history is presented below:

SUMMARY OF RATES

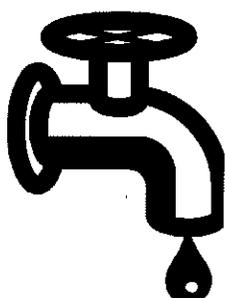
	<u>6/30/2016</u>	<u>6/30/2015</u>	<u>6/30/2014</u>	<u>6/30/2013</u>	<u>6/30/2012</u>
First 2,000 gallons, minimum bill	20.36	14.74	14.74	14.74	14.74
Next 18,000 gallons (per 1000 gallons)	7.65	5.56	5.56	5.56	5.56
Over 20,000 gallons (per 1000 gallons)	6.04	4.36	4.36	4.36	4.36
<hr/>					
Number of Customers	914	893	907	912	922

The District purchases all water from Bolivar for \$2.90 per thousand gallons. Currently there is no purchase contract in place, but one is being negotiated.

Staff recommends the Board issue the following corrective action plan by formal order to Spring Creek Utility District:

- 1. Eliminate the over 20,000 gallons rate category (very few users reach this tier)**
- 2. Implement automatic rate increase to the customer if Bolivar increases the wholesale rate to the District**
- 3. Implement automatic rate increase of no less than 2% on July 1, 2017, and every July 1st, thereafter**
- 4. Approve District policies by formal District Board resolution**
- 5. Execute a water purchase contract with the City of Bolivar that is not in conflict with the requirements of this order by June 30, 2017**
- 6. Provide a status update to Board staff on the 1st of March and August (yearly) until compliance with this order is reached and the UMRB releases the District from its oversight**

Spring Creek Utility District						
HISTORY FILE						
	Audited	Audited	Audited	Audited	Audited	Audited
Fiscal Year 6/30	2010	2011	2012	2013	2014	2015
Water Revenue	\$ 337,940	\$ 351,174	\$ 323,228	\$ 332,270	\$ 313,833	\$ 298,212
Bad Debt			\$ 1,683	\$ (100)	\$ (1,937)	\$ (2,083)
Service Charges	\$ 5,400	\$ 4,550	\$ 6,232	\$ 5,398	\$ 6,667	\$ 6,750
Reconnection Fees	\$ 4,940	\$ 5,350	\$ 5,638	\$ 4,000	\$ 3,020	\$ 16,803
Misc	\$ 651	\$ 659	\$ 599	\$ 803	\$ 3,203	\$ 1,405
Total Operating Revenues	\$ 348,931	\$ 361,733	\$ 337,380	\$ 342,371	\$ 324,786	\$ 321,087
Operating Expenses	\$ (329,483)	\$ (327,913)	\$ (315,028)	\$ (326,382)	\$ (333,490)	\$ (335,382)
Operating Income	\$ 19,448	\$ 33,820	\$ 22,352	\$ 15,989	\$ (8,704)	\$ (14,295)
Investment Income	\$ 5,540	\$ 4,176	\$ 3,065	\$ 2,087	\$ 2,334	\$ 1,423
Interest Expense	\$ (22,539)	\$ (21,882)	\$ (21,257)	\$ (20,655)	\$ (19,729)	\$ (18,950)
Capital Contributions	\$ 650	\$ 5,200	\$ 2,600	\$ 3,900	\$ 4,550	\$ 850
Change in Net Position	\$ 3,099	\$ 21,314	\$ 6,760	\$ 1,321	\$ (21,549)	\$ (30,972)
<u>Supplemental Information</u>						
Principal payment	\$ 13,717	\$ 11,587	\$ 12,211	\$ 15,601	\$ 13,908	\$ 15,730
Depreciation	\$ 44,943	\$ 45,325	\$ 45,647	\$ 46,372	\$ 46,154	\$ 45,776
Water Rates						
First 2,000 Gallons	\$ 14.74	\$ 14.74	\$ 14.74	\$ 14.74	\$ 14.74	\$ 14.74
Next 18,000 Gallons	\$ 5.56	\$ 5.56	\$ 5.56	\$ 5.56	\$ 5.56	\$ 5.56
Over 20,000 Gallons	\$ 4.36	\$ 4.36	\$ 4.36	\$ 4.36	\$ 4.36	\$ 4.36
Water Customers	918	907	922	912	907	893
Water Loss	17.483%	10.187%	14.109%			
Non-Revenue Water				7.90%	8.10%	10.30%
Validity Score				54	66	67



Spring Creek Water Utility District of Hardeman County

**P.O. Box 3, Bolivar, TN 38008
(731) 658-6559**

November 16, 2016

**Mr. John Greer
Utilities Board Specialist
Suite 1700, James K. Polk Building
505 Deaderick Street
Nashville, TN 37243-1402**

Mr. Greer:

For the last two years Spring Creek Utility District has reported a negative net position. For the 2015-2016 fiscal year we are pleased to report we now are in the positive. Our preliminary report from our auditors states that we had a net position of \$9,222.

The actions we took to increase our position include:

- 1. The Board of Commissioners increased our user fee revenues from water sales and related charges by 16.45%. We increased our customer water rates due to a 31% increase to purchase water from the City of Bolivar.**
- 2. The Board of Commissioners voted to repeal customer water deposits and replace them with non-refundable utility fees.**
- 3. The Board of Commissioners approved to have TAUD to perform a rate summary analysis to ensure we were meeting the needs of the district income/expenses position.**

(cont.)

4. The Board of Commissioners voted to no longer offer leak adjustments for customers. We are in the process of considering leak insurance through ServLine. We have completed the survey and are awaiting correspondence from them.

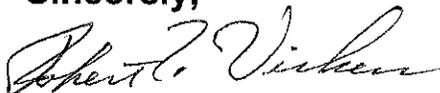
Other actions in progress are:

1. The Board of Commissioners are in the process of reviewing present policies and making changes to those policies using the TAUD policy manual as a guide. We are in the final draft stages.
2. The Board of Commissioners has contacted the City of Bolivar about an official water purchase contract. The Spring Creek Utility District and the City of Bolivar attorneys are working on this.
3. The Office Manager will be attending trainings (TAP conference, etc.) as needed to stay up-to-date on policies, procedures and updates from the Comptroller, TAUD, and other utility business practices.

If you have any other questions, please call or email.

Thank you for your assistance.

Sincerely,



Robert T. Vickers
President, Spring Creek Utility District

This institution is an equal opportunity provider and employer.

Management's Discussion and Analysis

NET POSITION - continued

Table A-2
Condensed Statements of Revenues, Expenses and Changes in Net Position

	FY 2016	FY 2015	Dollar Change	Total Percent Change
Operating Revenues	\$ 373,173	\$ 321,087	\$ 52,086	16.2
Non-Operating Revenues	1,838	1,424	414	29.1
Total Revenues	<u>375,011</u>	<u>322,511</u>	<u>52,500</u>	<u>16.3</u>
Depreciation Expense	45,231	45,776	(545)	(1.2)
Operating Expense	306,200	289,606	16,594	5.7
Non-Operating Expense	18,109	18,950	(841)	(4.4)
Total Expenses	<u>369,540</u>	<u>354,332</u>	<u>15,208</u>	<u>4.3</u>
Income (Loss) Before Capital Contributions	5,471	(31,821)	37,292	(117.2)
Capital Contributions	<u>3,750</u>	<u>850</u>	<u>2,900</u>	<u>341.2</u>
Changes in Net Position	9,221	(30,971)	40,192	(129.8)
Beginning Net Position	<u>1,565,226</u>	<u>1,596,197</u>	<u>(30,971)</u>	<u>(1.9)</u>
Ending Net Position	<u>\$ 1,574,447</u>	<u>\$ 1,565,226</u>	<u>\$ 9,221</u>	<u>0.6</u>

While the Statement of Net Position shows the change in financial position of net position, the Statement of Revenues, Expenses and Changes in Net Position provides answers as to the nature and sources of these changes. As can be seen in Table A-2 above, income before contributions of \$5,471 and capital contributions of \$3,750 were the sources of the increase in net position of \$9,221 in 2016.

The District's operating revenue increased \$52,086 in 2016 to \$373,173 from \$321,087 in 2015 primarily due to water rate increases of 20% and 15% enacted during the fiscal year in response to increased price to purchase water.

Non-operating revenues increased \$414 in 2016 to \$1,838 from \$1,424 in 2015 due to changes in interest rates.

**AWWA Free Water Audit Software:
 Reporting Worksheet**

WAS v5.0
 American Water Works Association.
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? Click to access definition
 + Click to add a comment

Water Audit Report for: **Spring Creek Utility District of Hardeman County, Tennessee (0000664)**
 Reporting Year: **2016** **7/2015 - 6/2016**

Please enter data in the white cells below. Where available, metered values should be used; if metered values are unavailable please estimate a value. Indicate your confidence in the accuracy of the input data by grading each component (n/a or 1-10) using the drop-down list to the left of the input cell. Hover the mouse over the cell to obtain a description of the grades

All volumes to be entered as: **MILLION GALLONS (US) PER YEAR**

To select the correct data grading for each input, determine the highest grade where the utility meets or exceeds all criteria for that grade and all grades below it.

WATER SUPPLIED

		Enter grading in column 'E' and 'J'			
Volume from own sources:	+ ?	n/a	0.000	MG/Yr	
Water imported:	+ ?	6	48.386	MG/Yr	
Water exported:	+ ?	n/a	0.000	MG/Yr	

WATER SUPPLIED: **48.386** MG/Yr

Master Meter and Supply Error Adjustments

Pcnt:	Value:	MG/Yr
5	-1.00%	

Enter negative % or value for under-registration
 Enter positive % or value for over-registration

AUTHORIZED CONSUMPTION

Billed metered:	+ ?	7	43.173	MG/Yr	
Billed unmetered:	+ ?	n/a	0.000	MG/Yr	
Unbilled metered:	+ ?	n/a	0.000	MG/Yr	
Unbilled unmetered:	+ ?	5	0.605	MG/Yr	

Default option selected for Unbilled unmetered - a grading of 5 is applied but not displayed

AUTHORIZED CONSUMPTION: **43.778** MG/Yr

Click here: ? for help using option buttons below

Pcnt:	Value:	MG/Yr
1.25%		

Use buttons to select percentage of water supplied OR value

WATER LOSSES (Water Supplied - Authorized Consumption)

4.608 MG/Yr

Apparent Losses

Unauthorized consumption:	+ ?	10	0.121	MG/Yr	
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Default option selected for unauthorized consumption - a grading of 5 is applied but not displayed

Customer metering inaccuracies:	+ ?	7	2.272	MG/Yr	
Systematic data handling errors:	+ ?	5	0.108	MG/Yr	

Default option selected for Systematic data handling errors - a grading of 5 is applied but not displayed

Apparent Losses: **2.501** MG/Yr

Pcnt:	Value:	MG/Yr
0.25%		
5.00%		
0.25%		

Real Losses (Current Annual Real Losses or CARL)

Real Losses = Water Losses - Apparent Losses: **2.107** MG/Yr

WATER LOSSES: **4.608** MG/Yr

NON-REVENUE WATER

NON-REVENUE WATER: **5.213** MG/Yr

= Water Losses + Unbilled Metered + Unbilled Unmetered

SYSTEM DATA

Length of mains:	+ ?	7	60.0	miles	
Number of active AND inactive service connections:	+ ?	7	1,078		
Service connection density:	?		18	conn./mile main	

Are customer meters typically located at the curbside or property line? **Yes**

Average length of customer service line: + ? ft (length of service line, beyond the property boundary, that is the responsibility of the utility)

Average length of customer service line has been set to zero and a data grading score of 10 has been applied

Average operating pressure: + ? 7 80.0 psi

COST DATA

Total annual cost of operating water system:	+ ?	9	\$351,431	\$/Year	
Customer retail unit cost (applied to Apparent Losses):	+ ?	9	\$9.20	\$/1000 gallons (US)	
Variable production cost (applied to Real Losses):	+ ?	10	\$2,900.00	\$/Million gallons	<input type="checkbox"/> Use Customer Retail Unit Cost to value real losses

WATER AUDIT DATA VALIDITY SCORE:

***** YOUR SCORE IS: 70 out of 100 *****

A weighted scale for the components of consumption and water loss is included in the calculation of the Water Audit Data Validity Score

PRIORITY AREAS FOR ATTENTION:

Based on the information provided, audit accuracy can be improved by addressing the following components:

- 1: Water imported
- 2: Billed metered
- 3: Unauthorized consumption



AWWA Free Water Audit Software: System Attributes and Performance Indicators

WAS v5.0

American Water Works Association.
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Water Audit Report for: Spring Creek Utility District of Hardeman County, Tennessee (0000664)
 Reporting Year: 2016 | 7/2015 - 6/2016

*** YOUR WATER AUDIT DATA VALIDITY SCORE IS: 70 out of 100 ***

System Attributes:

	Apparent Losses:	2.501	MG/Yr
+	Real Losses:	2.107	MG/Yr
=	Water Losses:	4.608	MG/Yr

? Unavoidable Annual Real Losses (UARL): See limits in definition MG/Yr

Annual cost of Apparent Losses: \$23,011

Annual cost of Real Losses: \$6,110

Valued at **Variable Production Cost**
 Return to Reporting Worksheet to change this assumption

Performance Indicators:

Financial: { Non-revenue water as percent by volume of Water Supplied: 10.8%
 Non-revenue water as percent by cost of operating system: 8.8% Real Losses valued at Variable Production Cost

Operational Efficiency: { Apparent Losses per service connection per day: 6.36 gallons/connection/day
 Real Losses per service connection per day: N/A gallons/connection/day
 Real Losses per length of main per day*: 96.21 gallons/mile/day
 Real Losses per service connection per day per psi pressure: N/A gallons/connection/day/psi

From Above, Real Losses = Current Annual Real Losses (CARL): 2.11 million gallons/year

? Infrastructure Leakage Index (ILI) [CARL/UARL]:

* This performance indicator applies for systems with a low service connection density of less than 32 service connections/mile of pipeline

SPRING CREEK UTILITY DISTRICT
Profit & Loss
May 2016

	May 16
Ordinary Income/Expense	
Income	
140 Water Sales	33,485.74
141 Service Charge Income	68.00
143 Interest Income	14.01
145 Customer Connection	450.00
146 Transfer fee	50.00
147 Reconnection Fee	500.00
148 Returned Check Fee	25.00
151 Meter Deposits	900.00
Total Income	<u>35,492.75</u>
Gross Profit	35,492.75
Expense	
160 Postage & Office Supplies	152.45
175 Water Useage Expense	11,897.54
176 Water Sample Testing	36.00
192 Contractor Fee	150.00
196 Unclaimed property	251.55
255 Misc. expense	200.00
258 Payroll taxes	2,397.18
266 Utilities	384.41
267 Security expense	54.00
283 Sewer expense	3,163.94
287 Software maintenance	21.95
288 FAX	146.41
290 Telephone expense	35.62
310 grounds maintenance	560.00
311 Internet	129.39
Payroll Expenses	9,069.25
Total Expense	<u>28,649.69</u>
Net Ordinary Income	6,843.06
Other Income/Expense	
Other Income	
155 credit card fees	-90.57
Total Other Income	<u>-90.57</u>
Net Other Income	-90.57
Net Income	<u><u>6,752.49</u></u>

SPRING CREEK UTILITY DISTRICT

Profit & Loss

July 1, 2015 through June 24, 2016

	Jul 1, '15 - Jun 24, 16
Ordinary Income/Expense	
Income	
140 Water Sales	394,407.35
141 Service Charge Income	780.00
143 Interest Income	141.25
145 Customer Connection	5,450.00
146 Transfer fee	450.00
147 Reconnection Fee	9,678.62
148 Returned Check Fee	400.00
149 Tap fees	3,750.00
151 Meter Deposits	11,000.00
Total Income	426,057.22
Gross Profit	426,057.22
Expense	
160 Postage & Office Supplies	6,907.02
161 meter refund	2,950.35
165 Billing Expense	720.22
170 Line service expense	30.00
171 Line Supplies	6,810.28
175 Water Useage Expense	123,926.41
176 Water Sample Testing	678.40
177 Water Testing Supplies	136.89
192 Contractor Fee	150.00
195 Insurance	22,157.00
196 Unclaimed property	1,739.78
210 Audit	5,400.00
255 Misc. expense	918.20
256 Dues/Annual Fees	1,637.35
258 Payroll taxes	26,468.81
265 Rent	85.00
266 Utilities	6,183.30
267 Security expense	216.00
283 Sewer expense	32,196.88
284 Solid Waste	156.00
287 Software maintenance	2,605.11
288 FAX	1,064.53
290 Telephone expense	1,035.67
300 Attorney fees	500.00
310 grounds maintenance	5,238.99
311 Internet	1,535.51
320 Truck & equip. expense	166.45
330 property taxes	35.00
Payroll Expenses	107,971.77
Total Expense	359,620.92
Net Ordinary Income	66,436.30
Other Income/Expense	
Other Income	
153 Miscellaneous Income	484.07
155 credit card fees	-1,313.16
162 Miscellaneous Income	-25.00
Total Other Income	-854.09
Net Other Income	-854.09
Net Income	65,582.21

Investigation Status Reports

Cherokee Hills UD



BEFORE THE TENNESSEE UTILITY MANAGEMENT REVIEW BOARD

IN THE MATTER OF:

**T.C.A. § 7-82-709 INVESTIGATION OF
CHEROKEE HILLS UTILITY DISTRICT**

AMENDED AND RESTATED ORDER

Pursuant to T.C.A. § 7-82-709(a), the Tennessee Utility Management Review Board (the "UMRB") reviewed this matter on August 6, 2015, upon conclusion of an investigation of the financial, technical, and managerial capacity of the Cherokee Hills Utility District (the "District") system. The UMRB revisited this matter on December 3, 2015, and by formal action extended the deadline for plan completion to December 31, 2016 (See Items 6 and 7 of the attached Order). The Order dated August 6, 2015, is attached and incorporated by reference.

Entered this 3rd day of December, 2015.



Ann V. Butterworth, Chair
Utility Management Review Board



BEFORE THE TENNESSEE UTILITY MANAGEMENT REVIEW BOARD

IN THE MATTER OF:

**T.C.A. § 7-82-709 INVESTIGATION OF
CHEROKEE HILLS UTILITY DISTRICT**

ORDER

Pursuant to T.C.A. § 7-82-709(a), the Tennessee Utility Management Review Board (the "UMRB") reviewed this matter on August 6, 2015, upon conclusion of an investigation of the financial, technical, and managerial capacity of the Cherokee Hills Utility District (the "District") system. As noted in the attached report from counsel to the UMRB, the District's system deficiencies as of July 22, 2015 were the following:

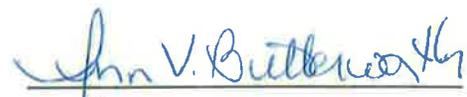
- District's system is unmetered;
- District has a fundamental misunderstanding of its legal status;
- Commissioners are not properly appointed pursuant to state law;
- District fails to comply sunshine law; and
- District fees and charges do not reflect expenses (quarterly flat rate charged to customers instead of a monthly floating rate).

Based on these deficiencies, the UMRB directs the District to comply with the following corrective action plan:

1. District to formally engage legal representation ("District's Attorney");
2. District to work with County Executive to appoint the District commissioners pursuant to state law;
3. District's Attorney to assist in creating a private organization that will

- acquire the system (the "Private Organization");
4. District to implement a higher fee for residents with swimming pools on their property;
 5. District's Attorney and Polk County attorney to draft tri-party transfer agreement and supporting affidavits (the "Transfer Agreement"), to be subject to review and comment by UMRB's counsel;
 6. District to request Polk County Commission to review, approve, and execute Transfer Agreement at a regularly scheduled meeting before December 31, 2015;
 7. District and Private Organization to review, approve, and execute Transfer Agreement before December 31, 2015. *(The UMRB expressly acknowledges that the District's system and circumstances are unique and that the UMRB recognizes that this change in ownership is necessary in this case due to such uniqueness); and*
 8. If District's legal status is not properly changed in a timely manner, District to cooperate with the UMRB which will either initiate consolidation negotiations between the District and a neighboring utility district (such as Copper Basin Utility District) or petition the chancery court in a jurisdiction in which the District is operating to require the District to take appropriate actions to reduce water loss, pursuant to T.C.A. §§ 7-82-704(a) and 7-82-709(b).

Entered this 6th day of August, 2015.


Ann V. Butterworth, Chair
Utility Management Review Board

Clay Gas Utility District



STATE OF TENNESSEE
UTILITY MANAGEMENT REVIEW BOARD
505 DEADERICK STREET, SUITE 1700
JAMES K. POLK STATE OFFICE BUILDING
NASHVILLE, TENNESSEE 37243-1402
PHONE (615) 401-7879
FAX (615) 741-1551

December 18, 2015

Mr. Ray Norris, President
Clay County Gas Utility District
424 Brown Street
Celina, TN 38551

Dear Mr. Norris:

The Utility Management Review Board (UMRB) met on December 3, 2015, to review the financially distressed status of the Clay County Gas Utility District (District). The UMRB took formal action to initiate a 6-month long investigation of the District pursuant to T.C.A. § 7-82-709(a).¹ The investigation will focus on the financial, technical, and managerial capacity of the District's system—it is in the best interest of the District to cooperate and communicate with our office to the fullest extent possible during this investigation.

As a first step in the investigation, please provide the contact information for the private corporations with which the District has executed formal management, billing, service, and gas purchase agreements. Please confirm that the District has no in-house employees and that the District only utilizes the entities with which it has formally contracted for services or other operational purposes.

If you have any questions, please contact me at (615) 401-7954 or Betsy.Knotts@cot.tn.gov. You may also contact John Greer at (615) 401-7879 or John.Greer@cot.tn.gov.

Very truly yours

A handwritten signature in black ink, appearing to read "Betsy Knotts".

Betsy Knotts
Counsel to the UMRB

¹ Notwithstanding any law to the contrary, the utility management review board shall have the authority, in the case of public water systems of utility districts, to investigate, with the assistance of the department of environment and conservation and the comptroller of the treasury, and determine the financial, technical, and managerial capacity of the systems to comply with the requirements of the federal and the state acts; and to require systems to take appropriate action to correct any deficiencies in such areas, including, but not limited to, changes in ownership, management, accounting, rates, maintenance, consolidation, alternative water supply, or other procedures. The utility management review board also may approve or disapprove such corrections as a condition for any public water system of a utility district to receive assistance from the authority under § 68-221-1206(a)(3).

From: Ray Norris
To: [John Greer](#)
Subject: FW: Clay Gas - Debt
Date: Monday, November 21, 2016 4:17:17 PM
Attachments: [SOD - FY2016-2017 - Clay Gas - 2016-06-10 - Post Hall Retirement.pdf](#)

Hello John,

In response to your inquiry regarding the upcoming UMRB meeting, yes I have a bit of good news. In June the Clay Gas Utility District Board retired \$350,000 of principal bond debt with full interest forgiveness leaving a balance of \$220,000 of principal. (See attached exhibit.) As you know the original bond debt when the current board assumed control there was a total of \$3,150,000 (as \$100,000 had been retired from the initial bond sale proceeds) of debt excluding accrued interest. Further, there is a total of \$200,000 of relatively new bond debt of costs incurred from Raymond James relative to past bond tender offers. (which some believe that Raymond James might be willing to take a haircut to help make an acquisition by Mid Tenn Gas happen.

Ray Norris

Clay Gas Utility District of Clay County, Tennessee

Summary
of Debt
Assumes Mr. Hall Debt Retired

As of June 10, 2016

Prepared By:

Cumberland Securities Company, Inc.

Independent Financial Advisors

P.O. Box 24508

Knoxville, Tennessee 37933

Telephone: (865) 988-2663

Facsimile: (865) 988-1863



CUMBERLAND SECURITIES

SINCE 1931

Clay Gas Utility District

Summary of Debt - Assumes Mr. Hall Debt Retired

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Cumberland Securities Company, Inc.
Tennessee Public Finance - SPG

\$3,250,000

Clay Gas Utility District of Clay County, Tennessee
 Gas System Revenue Bonds, Series 1998
 Remaining Bonds - Post Tender

Debt Service

Date	Principal	Coupon	Interest	Total P+I	Fiscal Total
12/01/2000	-	-	-	-	-
06/01/2001	-	-	7,093.75	7,093.75	-
08/31/2001	-	-	-	-	7,093.75
12/01/2001	-	-	7,093.75	7,093.75	-
06/01/2002	-	-	7,093.75	7,093.75	-
08/31/2002	-	-	-	-	14,187.50
12/01/2002	-	-	7,093.75	7,093.75	-
06/01/2003	-	-	7,093.75	7,093.75	-
08/31/2003	-	-	-	-	14,187.50
12/01/2003	-	-	7,093.75	7,093.75	-
06/01/2004	-	-	7,093.75	7,093.75	-
08/31/2004	-	-	-	-	14,187.50
12/01/2004	-	-	7,093.75	7,093.75	-
06/01/2005	-	-	7,093.75	7,093.75	-
08/31/2005	-	-	-	-	14,187.50
12/01/2005	-	-	7,093.75	7,093.75	-
06/01/2006	-	-	7,093.75	7,093.75	-
08/31/2006	-	-	-	-	14,187.50
12/01/2006	-	-	7,093.75	7,093.75	-
06/01/2007	-	-	7,093.75	7,093.75	-
08/31/2007	-	-	-	-	14,187.50
12/01/2007	-	-	7,093.75	7,093.75	-
06/01/2008	-	-	7,093.75	7,093.75	-
08/31/2008	-	-	-	-	14,187.50
12/01/2008	90,000.00	6.375%	7,093.75	97,093.75	-
06/01/2009	-	-	4,225.00	4,225.00	-
08/31/2009	-	-	-	-	101,318.75
12/01/2009	-	-	4,225.00	4,225.00	-
06/01/2010	-	-	4,225.00	4,225.00	-
08/31/2010	-	-	-	-	8,450.00
12/01/2010	-	-	4,225.00	4,225.00	-
06/01/2011	-	-	4,225.00	4,225.00	-
08/31/2011	-	-	-	-	8,450.00
12/01/2011	-	-	4,225.00	4,225.00	-
06/01/2012	-	-	4,225.00	4,225.00	-
08/31/2012	-	-	-	-	8,450.00
12/01/2012	-	-	4,225.00	4,225.00	-
06/01/2013	-	-	4,225.00	4,225.00	-
08/31/2013	-	-	-	-	8,450.00
12/01/2013	130,000.00	6.500%	4,225.00	134,225.00	-
08/31/2014	-	-	-	-	134,225.00
Total	\$220,000.00	-	\$155,750.00	\$375,750.00	-

Date And Term Structure

Dated.....	12/01/2000
First Coupon Date.....	6/01/2001
Frequency of Interest Payments.....	2 Per Year
First Serial Maturity Date.....	12/01/2001

Yield Statistics

Average Coupon.....	6.4626556%
Weighted Average Maturity.....	10.955 Years
Bond Year Dollars.....	\$2,410.00
Bond Yield for Arbitrage Purposes.....	6.4588514%
True Interest Cost (TIC).....	6.4588514%

Cumberland Securities Company, Inc.
 Tennessee Public Finance - SPG

\$150,000

Clay Gas Utility District of Clay County, Tennessee
 Gas System Revenue Bond, Series 2012 (Subordinated)
 Raymond James - Purchaser

Debt Service

Date	Principal	Coupon	Interest	Total P+I	Fiscal Total
03/28/2012	-	-	-	-	-
08/01/2012	-	-	3,331.25	3,331.25	-
08/31/2012	-	-	-	-	3,331.25
02/01/2013	-	-	4,875.00	4,875.00	-
08/01/2013	8,500.00	6.500%	4,875.00	13,375.00	-
08/31/2013	-	-	-	-	18,250.00
02/01/2014	-	-	4,598.75	4,598.75	-
08/01/2014	12,000.00	6.500%	4,598.75	16,598.75	-
08/31/2014	-	-	-	-	21,197.50
02/01/2015	-	-	4,208.75	4,208.75	-
08/01/2015	13,000.00	6.500%	4,208.75	17,208.75	-
08/31/2015	-	-	-	-	21,417.50
02/01/2016	-	-	3,786.25	3,786.25	-
08/01/2016	13,500.00	6.500%	3,786.25	17,286.25	-
08/31/2016	-	-	-	-	21,072.50
02/01/2017	-	-	3,347.50	3,347.50	-
08/01/2017	14,500.00	6.500%	3,347.50	17,847.50	-
08/31/2017	-	-	-	-	21,195.00
02/01/2018	-	-	2,876.25	2,876.25	-
08/01/2018	15,500.00	6.500%	2,876.25	18,376.25	-
08/31/2018	-	-	-	-	21,252.50
02/01/2019	-	-	2,372.50	2,372.50	-
08/01/2019	16,500.00	6.500%	2,372.50	18,872.50	-
08/31/2019	-	-	-	-	21,245.00
02/01/2020	-	-	1,836.25	1,836.25	-
08/01/2020	17,500.00	6.500%	1,836.25	19,336.25	-
08/31/2020	-	-	-	-	21,172.50
02/01/2021	-	-	1,267.50	1,267.50	-
08/01/2021	19,000.00	6.500%	1,267.50	20,267.50	-
08/31/2021	-	-	-	-	21,535.00
02/01/2022	-	-	650.00	650.00	-
08/01/2022	20,000.00	6.500%	650.00	20,650.00	-
08/31/2022	-	-	-	-	21,300.00
Total	\$150,000.00	-	\$62,968.75	\$212,968.75	-

Date And Term Structure

Dated.....	3/28/2012
First Coupon Date.....	8/01/2012
Frequency of Interest Payments.....	2 Per Year
First Serial Maturity Date.....	8/01/2013

Yield Statistics

Average Coupon.....	6.500000%
Weighted Average Maturity.....	6.458 Years
Bond Year Dollars.....	\$968.75
Bond Yield for Arbitrage Purposes.....	6.5021876%
True Interest Cost (TIC).....	6.5021876%

\$50,000

Clay Gas Utility District of Clay County, Tennessee
Raymond James Fee

Debt Service

Date	Principal	Coupon	Total P+I	Fiscal Total
03/28/2012	-	-	-	-
08/01/2013	10,000.00	-	10,000.00	-
08/31/2013	-	-	-	10,000.00
08/01/2014	10,000.00	-	10,000.00	-
08/31/2014	-	-	-	10,000.00
08/01/2015	10,000.00	-	10,000.00	-
08/31/2015	-	-	-	10,000.00
08/01/2016	10,000.00	-	10,000.00	-
08/31/2016	-	-	-	10,000.00
08/01/2017	10,000.00	-	10,000.00	-
08/31/2017	-	-	-	10,000.00
Total	\$50,000.00	-	\$50,000.00	-

Date And Term Structure

Dated.....	3/28/2012
First Coupon Date.....	8/01/2013
Frequency of Interest Payments.....	2 Per Year
First Serial Maturity Date.....	8/01/2013

Yield Statistics

Average Coupon.....	-
Weighted Average Maturity.....	3.342 Years
Bond Year Dollars.....	\$167.08
Bond Yield for Arbitrage Purposes.....	3.62E-10
True Interest Cost (TIC).....	3.62E-10

Clay Gas Utility District of Clay County, Tennessee

Total Debt Payments - Includes Deferred Fee

Aggregate Debt Service

Date	Principal	Interest	Total P+I
08/31/2001	-	7,093.75	7,093.75
08/31/2002	-	14,187.50	14,187.50
08/31/2003	-	14,187.50	14,187.50
08/31/2004	-	14,187.50	14,187.50
08/31/2005	-	14,187.50	14,187.50
08/31/2006	-	14,187.50	14,187.50
08/31/2007	-	14,187.50	14,187.50
08/31/2008	-	14,187.50	14,187.50
08/31/2009	90,000.00	11,318.75	101,318.75
08/31/2010	-	8,450.00	8,450.00
08/31/2011	-	8,450.00	8,450.00
08/31/2012	-	11,781.25	11,781.25
08/31/2013	18,500.00	18,200.00	36,700.00
08/31/2014	152,000.00	13,422.50	165,422.50
08/31/2015	23,000.00	8,417.50	31,417.50
08/31/2016	23,500.00	7,572.50	31,072.50
08/31/2017	24,500.00	6,695.00	31,195.00
08/31/2018	15,500.00	5,752.50	21,252.50
08/31/2019	16,500.00	4,745.00	21,245.00
08/31/2020	17,500.00	3,672.50	21,172.50
08/31/2021	19,000.00	2,535.00	21,535.00
08/31/2022	20,000.00	1,300.00	21,300.00
Total	\$420,000.00	\$218,718.75	\$638,718.75

Par Amounts Of Selected Issues

2012 Bond - Subordinated - Current.....	150,000.00
2012 Fee - Subordinated - Current.....	50,000.00
1998 - Unpaid - 2016-10-17 - No Chris Hall.....	220,000.00
TOTAL.....	420,000.00

Customer Complaint



STATE OF TENNESSEE
Utility Management Review Board
James K. Polk State Office Building
505 Deaderick Street, Suite 1700
Nashville, Tennessee 37243-1402
Phone (615) 401-7879 Fax (615) 741-1551

INFORMAL HEARING FORM

Customer Complaint, Tenn. Code Ann. § 7-82-702(a)(8)¹

Contact Information:



Complainant



Utility District

Name: Silas Barnabi

Utility District: Laguardo Utility District

Telephone – Primary: 615-934-9812

Telephone – Alternate: 615-879-7138

Email: silas.barnabi@gmail.com

Address: 29 Harbor Pointe

Lebanon, TN 37087

Zip Code: 37087

Jurisdiction:

¹ Tenn. Code Ann. § 7-82-702(a)(8) provides: "Upon the failure of the board of commissioners of a utility district to adopt the rules and regulations required by § 7-82-402(b), regardless of exemptions or exclusions as may be enumerated in § 7-82-103, or any other section of this chapter or, upon the failure of a utility district to consider and resolve consumer complaints in accordance with such rules and regulations, establish an alternate mechanism for consideration and resolution of such complaints through an informal hearing process. In making its decision as to whether the complaint was resolved in accordance with the utility district's rules and regulations, the utility management review board shall also take into account the reasonableness of the utility district's application of its rules, policies, and cost of service as well as any evidence presented during the hearing. Any judicial review of any decision of the board will be held by common law certiorari within the county in which the hearing was held".

Has complainant made a formal complaint with the Utility District?

Yes No

Please provide the date of the complaint and attach a copy of it to this form.

via telephone
will attach letter to board 7-11-16

Date: 7-1-16

Allegation of Facts:

Provide a detailed account of facts that led to this complaint. Please lay the case out chronologically and highlight the most important facts.

Attached

Causes of Action:

Did the utility district follow its policies or procedures?

yes, checked meter + replaced also replaced shut off valve.

Did not report to consumer leak alert according to their
N-Sight R900 Report

Does the utility district lack policies and procedures that address this type of complaint?

yes, they should have daily alerts for over usage that enables them to respond to the consumer to prevent costly expenses. It's also a courtesy.

Relief Sought:

Please provide detailed information related to the remedy(ies) that you are seeking.

I would like the policy I stated put into effect for neighboring citizens and my bill adjusted to its average /normal usage of 4500-6000 gallons and \$40 - \$50 or credit what I have paid of the bill \$ 287.73.

I hereby certify that the information provided above is true and correct to the best of my knowledge.

Signature: X



Date: 7-15-16

Please mail, e-mail, or fax copies of any documentation, such as bills, that the Board would need to review when hearing the case, to:

John Greer
Utility Board Specialist
505 Deaderick Street, Suite 1700, James K. Polk Building
Nashville, TN 37243
Phone: (615) 401-7879
Fax: (615) 741-1551
john.greer@cot.tn.gov

If you will be represented by an attorney, please provide his/her contact information below:

Name: _____
Telephone – Primary: _____
Telephone – Secondary: _____
Email: _____
Address: _____

Zip Code: _____

Under Tenn. Code Ann. § 7-82-702(a)(8), any judicial review of any decision of the Utility Management Review Board will be held by common law certiorari within the county in which the informal hearing was held.

Allegation of Facts

On 7-1-16 my wife Kaycee Barnabi received our monthly statement from Laguardo Utility District and it was for the amount of \$287.93 with 37,900 gallons of water used. That is 33,000 gallons more than our average consumption and \$240 higher rate than average paid. Seeing this she called the company to discuss what had happened. She spoke with Alicia Holland the office assistant who explained that the meters were 100 percent accurate guaranteed by the manufacturer and that we possibly had a leak, a pool or irrigation. We confirmed that we didn't have a leak (as we have leak protection on our account we pay for) nor a pool or irrigation and my wife asked why we were not notified about our usage being so high. We were told that water has to run a certain period of time before it alerts them of it. Alicia partnered with the office manager and they ran a report showing that our water had run 24/7 for 5 days in 2 different weeks totaling over 14,000 gallons of water each time frame, enough to fill up a 20 ft. long 6ft. deep pool. My wife was very upset at this point because if 5 days isn't a long enough period of time and 14,000 isn't enough water then their procedures are in need of buffering. They informed my wife that it was accurate and there was nothing they could do on their end.

On 7-5-16 I decided that I would and discuss this with them as I have a better understanding of how the system works and didn't want my wife upset more than she was. I spoke with the office manager Calebra and went over the same reports she went over with my wife and had her try to explain to me how 33,000 gallons of water just "disappeared into thin air without a trace of flooding or damage under the house?" She told me that "33,000 gallons could easy leak out and you never know it" and I had to laugh out loud. We live in a close built community and 33,000 gallons would have flooded my yard, my neighbor's driveway and into the road, especially with all the rain that we were getting at the time. I asked if all the construction around our house or the construction of my neighbor's pool could have damaged lines and she was uncertain. I explained that with no irrigation, pool or leak there is no way we could have used that water, a leaky toilet only amounts to an average of 300 gallons per day and a faucet at one drip per second is 3,000 gallons per year according to our plumber. I told her that I am not accepting paying money and wasting \$300 for water I had not consumed. She told me I could speak to Joey Harding their General Manger.

On 7-6-16 I spoke to Joey Harding the General Manger and explained to him everything that already had been discussed and he stated the same information that Calebra and Alicia had already explained. He was concerned about that much usage and what was happening and decided to dispatch his supervisor to come look at the house and the meter on Friday 7-8-16 at 9AM.

On 7-8-16 at 9AM the Supervisor came to the house and did a routine check of the meter and showed that it was accurate, the only thing wrong with it was the shut off valve was bad, so they replaced it. There were no present leaks and the ground was not flooded anywhere around any outside faucets and under house was dry from looking in. He agreed with me that 33,000 gallons of water would have flooded my yard, the neighbor's driveway on both sides and into the street, but he had no idea where it would have went unless someone was hooking up to my outside faucets and using my water while we were not home.

On 7-11-16 I requested to be placed on the agenda for the board meeting on 7-12-16 at 330PM. I forwarded a letter to them since I could not be present (letter attached).

On 7-14-16 Joey Harding the General Manager called me and informed me they went over my case and was decided that at their cost, they would replace the meter at my home and send it off to the manufacturer to be tested/evaluated. If it came back fine I will be held responsible for usage or if it was faulty then they would credit the difference to my account. I explained that we paid the bill to avoid penalties and late fees and would want our account credited in writing. He stated that he will replace the meter in 2-3 business days and it could take up to 3 weeks to know results from the manufacturer.

I used my work phone, so all calls to and from my phone have been recorded if required

letter sent to board meeting on 7-12-16 @ 33084

To Whom it may concern,

My name is Silas Barnabi and I reside at 29 Harbor Pointe Lebanon, TN. On July 1, 2016 we received our monthly billing statement for the month of June that totaled \$287.93 and a total gallon usage of 37,900. After receiving this bill, my wife contacted the company and questioned its accuracy speaking to both the assistant and office manager. She was informed that the meter was 100 percent accurate and that we possibly had a leak or utility that was constantly running. The plumbing in this house is brand new and we knew that was not the case. She then gave my wife a breakdown of usage and reported that from 5/17-5/21 we used over 14,000 gallons and again from 5/31-6/8 with 17,000 gallons used totaling 31,000 gallons. We were told that the usage started from 7PM on the start date and cut off at 2PM on the end date of each period of time. After going through this she was informed that we couldn't be helped and it was accurate.

I called back to speak to the office on 7/5 and went through the same scenario with the office manager and was left unsatisfied because I informed her there were no leaks in this house, I checked the underside of the house with no dampness present and we do not own a pool, nor do we have irrigation installed. Also, from 5/27-6/3 we out of town for vacation and I turn off the water at our main valve in the house when we are gone for extended periods of time. I asked to be placed on the phone with Joey Harden the GM of that location. He was more understanding and concerned about the large usage and immediately decided he would send out his tech and supervisor to look things over on Friday 7/8. Upon completion of looking around and showing them there were no leaks, the meter tested fine with only a 2 gallon variance (room for error) and they had to replace the shut off valve. I asked them if all of the construction around us or my neighbors new large pool could have damaged lines underground or someone is possibly hooking up to my faucets and they could not answer that question. I also asked Joey about their flag system. When I was with Lebanon Utility as a consumer, I would notify them if we were filling up our pool because it would alert their system and they would call me to confirm the usage. Joey informed me that they have a similar system that they review that sends them alerts for above normal usage, but if that is true then why was I, a "valuable customer", not immediately contacted about this incredibly high usage so I could have possibly prevented, fixed or seen where something was wrong?

I have contacted the Veterans administration for assistance because my family and I cannot afford to throw \$300 away at the moment and I don't intend to. I believe that as a valuable, timely paying consumer that I should have this bill adjusted to its accuracy and average. If that comes with an investigation of the property and water lines I am fully prepared and interested in that as well, but want to have this corrected before I go to the next step.

Thank you for your time and consideration.

Kindly,

Silas Barnabi



7-11-16

Prior Payments/bills

Current Balance \$287.93

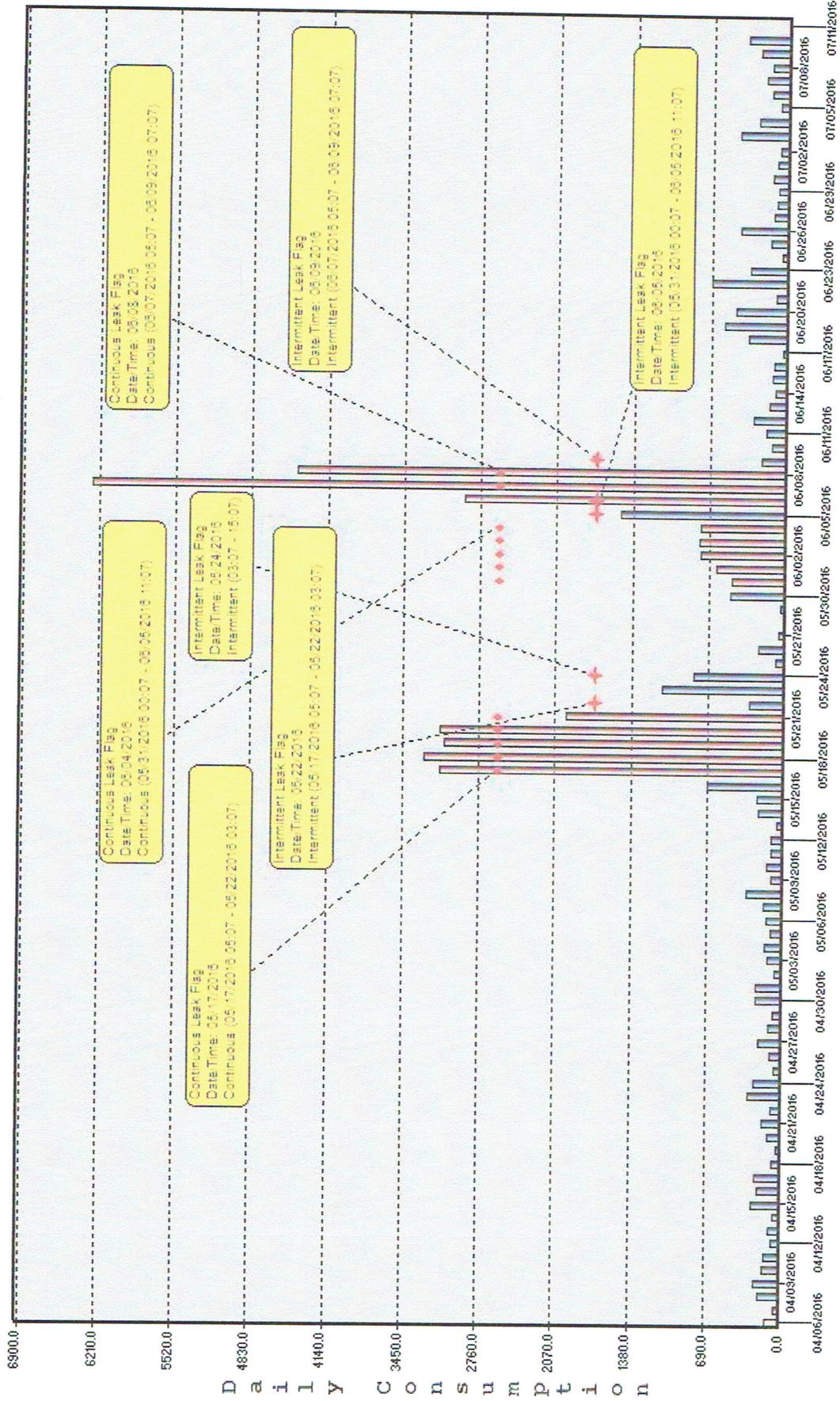
Transaction Date	Code	Description	Check Number	Amount	Balance
06-29-2016	WT	Water Billing		\$285.83	\$287.93
06-29-2016	LK	Leak Protection Svc		\$2.10	\$2.10
06-08-2016	WT	Credit Card Payment	Visa	(\$45.25)	\$0.00
06-08-2016	LK	Credit Card Payment	Visa	(\$2.10)	\$45.25
05-31-2016	WT	Water Billing		\$45.25	\$47.35
05-31-2016	LK	Leak Protection Svc		\$2.10	\$2.10
05-11-2016	WT	Credit Card Payment	Visa	(\$42.52)	\$0.00
05-11-2016	LK	Credit Card Payment	Visa	(\$2.10)	\$42.52
04-28-2016	WT	Water Billing		\$42.52	\$44.62
04-28-2016	LK	Leak Protection Svc		\$2.10	\$2.10
04-12-2016	WT	Credit Card Payment	Visa	(\$36.13)	\$0.00
04-12-2016	LK	Credit Card Payment	Visa	(\$2.10)	\$36.13
03-30-2016	WT	Water Billing		\$36.13	\$38.23
03-30-2016	LK	Leak Protection Svc		\$2.10	\$2.10

03-11-2016	WT	Credit Card Payment	Visa	(\$47.99)	\$0.00
03-11-2016	LK	Credit Card Payment	Visa	(\$2.10)	\$47.99
02-29-2016	WT	Water Billing		\$47.99	\$50.09
02-29-2016	LK	Leak Protection Svc		\$2.10	\$2.10
02-12-2016	WT	Credit Card Payment	Visa	(\$40.70)	\$0.00
01-28-2016	WT	Water Billing		\$40.70	\$40.70
01-16-2016	WT	Credit Card Payment	Visa	(\$38.87)	\$0.00
12-29-2015	WT	Water Billing		\$38.87	\$38.87
12-09-2015	WT	Credit Card Payment	Visa	(\$48.90)	\$0.00
11-30-2015	WT	Water Billing		\$48.90	\$48.90
10-13-2015	SV	Meter Fee / transfer	c.card	(\$50.00)	\$0.00
10-13-2015	SV	Meter Fee / transfer	c.card	\$50.00	\$50.00
Previous Balance in History					\$0.00

90 Day Usage Chart

N_SIGHT R900 Report
E-Coder R9001 Data Logging Report
MIU#: 1852055642 for 04/06/2016 through 07/11/2016, WATER, 5/8" - 1" T-10, GALLONS

Minor Reverse Flow Flag * Major Reverse Flow Flag + Intermittent Leak Flag • Continuous Leak Flag



Interval (Daily)

*All time intervals are represented in standard time.

N_SIGHT R900 Report
Data Logging Report Daily
Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 04/06/2016 - 07/11/2016

Interval Read Date	Interval Reading	Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
04/06/2016	75026.2	123.2				
04/07/2016	75082.3	56.1				
04/08/2016	75280.3	198.0				
04/09/2016	75518.6	238.3				
04/10/2016	75552.2	155.4				
04/11/2016	75817.3	143.3				
04/12/2016	75893.7	76.4				
04/13/2016	75994.7	101.0				
04/14/2016	76005.9	64.4				
04/15/2016	76321.0	261.9				
04/16/2016	76528.4	207.4				
04/17/2016	76755.2	226.8				
04/18/2016	76837.8	82.6				
04/19/2016	76876.9	39.1				
04/20/2016	76991.6	114.7				
04/21/2016	77160.7	169.1				
04/22/2016	77168.7	96.4				
04/23/2016	77560.6	303.5				
04/24/2016	77812.5	251.9				
04/25/2016	77871.5	59.0				
04/26/2016	77972.3	100.8				
04/27/2016	78177.1	204.8				
04/28/2016	78288.5	111.4				
04/29/2016	78367.7	79.2				
04/30/2016	78529.6	238.4				
05/01/2016	78836.5	230.4				
05/02/2016	78897.7	61.2				
05/03/2016	79022.6	124.9				
05/04/2016	79161.7	156.3				
05/05/2016	79277.4	98.5				
05/06/2016	79422.6	145.2				
05/07/2016	79593.4	170.8				
05/08/2016	79918.5	328.1				
05/09/2016	80019.4	97.9				
05/10/2016	80163.0	143.6				
05/11/2016	80267.6	104.6				
05/12/2016	80374.8	107.2				
05/13/2016	80422.8	48.0				
05/14/2016	80641.4	218.6				

** Items in dispute are highlighted*

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
05/15/2016	80872.2	230.8				
05/16/2016	81433.3	685.0				
05/17/2016	84653.0	3095.8				<input checked="" type="checkbox"/>
05/18/2016	87902.6	3249.6				<input checked="" type="checkbox"/>
05/19/2016	90962.0	3059.4				<input checked="" type="checkbox"/>
05/20/2016	93815.7	3104.6				<input checked="" type="checkbox"/>
05/21/2016	96025.8	1959.2			<input checked="" type="checkbox"/>	
05/22/2016	96333.2	307.4				
05/23/2016	97436.2	1103.0				
05/24/2016	98251.2	816.2				
05/25/2016	98335.1	82.7				
05/26/2016	98573.0	237.9				
05/27/2016	98624.2	51.2				
05/28/2016	98631.6	7.4				
05/29/2016	98674.6	43.0				
05/30/2016	99164.1	489.5				
05/31/2016	99637.1	473.0				<input checked="" type="checkbox"/>
06/01/2016	100254.5	617.4				<input checked="" type="checkbox"/>
06/02/2016	101015.1	760.6				<input checked="" type="checkbox"/>
06/03/2016	101785.0	769.9				<input checked="" type="checkbox"/>
06/04/2016	102546.8	761.8			<input checked="" type="checkbox"/>	
06/05/2016	103774.4	1487.7				
06/06/2016	106927.8	2893.3				
06/07/2016	113175.6	6247.8			<input checked="" type="checkbox"/>	
06/08/2016	117576.0	4400.4			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
06/09/2016	117790.6	214.6				
06/10/2016	117919.6	129.0				
06/11/2016	117919.6	187.2				
06/12/2016	118398.0	291.2				
06/13/2016	118558.0	160.0				
06/14/2016	118651.8	103.8				
06/15/2016	118651.8	130.2				
06/16/2016	118907.9	115.9				
06/17/2016	118949.5	41.6				
06/18/2016	119298.4	348.9				
06/19/2016	119298.5	574.4				
06/20/2016	120342.4	469.6				
06/21/2016	120441.1	98.7				
06/22/2016	121122.1	681.0				

out of town w/ proof

N_SIGHT R900 Report
Data Logging Report Daily
MIU ID: 1852055642
Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 04/06/2016 - 07/11/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
06/23/2016	121122.1	333.5				
06/24/2016	121504.5	48.9				
06/25/2016	121655.0	150.5				
06/26/2016	122080.6	425.6				
06/27/2016	122215.3	134.7				
06/28/2016	122322.3	107.0				
06/29/2016	122411.7	89.4				
06/30/2016	122553.8	142.1				
07/01/2016	122553.8	101.4				
07/02/2016	122733.1	77.9				
07/03/2016	123171.6	438.5				
07/04/2016	123440.2	268.6				
07/05/2016	123440.2	75.5				
07/06/2016	123665.3	149.6				
07/07/2016	123878.2	212.9				
07/08/2016	124032.4	154.2				
07/09/2016	124032.4	257.7				
07/10/2016	124660.4	370.3				
07/11/2016	124670.0	9.6				



C. Dewey Branstetter, Jr.

Writer's Direct Dial (615) 742-4567
dbranstetter@srvhlaw.com

November 17, 2016

**BY FIRST CLASS MAIL
AND EMAIL**

John Greer
Utility Board Specialist
500 Deadrick Street, Suite 1700
James K. Polk Building
Nashville, TN 37243
john.greer@cot.tn.gov

**Re: LaGuardo Utility District of Wilson County, Tennessee
Silas Barnabi complaint**

Dear Mr. Greer:

As you know, I represent the LaGuardo Utility District and I am responding to the Complaint filed with the UMRB by LaGuardo customer Silas Barnabi. If this matter goes before the UMRB on December 3, then I will appear at that meeting along with Joey Hardin, the General Manager of LaGuardo. If you need information from Mr. Hardin, he can be reached at 615-444-3378. His email address is jhardin@laguardoud.com. The physical address of the District is 355 Woods Ferry Road, Lebanon, TN 37087.

Concerning Mr. Barnabi's complaint, he did not actually appear before the Commissioners, but sent a letter to the Commissioners dated July 11, 2016, a copy of which is attached as **Exhibit 1**. Mr. Hardin presented the letter to the Commissioners at the next regularly scheduled board meeting which occurred on July 12, 2016. Attached as **Exhibit 2** is a copy of the portion of the LaGuardo minutes of the July 12, 2016 meeting concerning Mr. Barnabi. As you can see, Mr. Hardin read Mr. Barnabi's letter, stated that a field test on the meter showed that it was accurate, and noted that the meter was a radio read meter that had a complete data log. The Board approved putting a new meter at the customer's home and sending the original meter to the manufacturer to be tested.

At the next regularly scheduled Board of Commissioners' meeting on August 9, 2016, Mr. Hardin reported to the Commissioners that the meter had been sent off to be tested, but there had been no results received.

At the next Commissioners' meeting on September 13, 2016, Mr. Hardin reported that the meter for Mr. Barnabi had been sent to Neptune, but that Neptune had improperly cut open the register to obtain a final reading and the rest of the meter had been scrapped. Mr. Hardin did note

786934.1 10497-026

that the District had a final reading and data log report, and that the meter had field tested as being accurate. Since the meter could not be tested, however, the Commissioners voted to provide Mr. Barnabi with a leak adjustment and split the bill in half, requiring Mr. Barnabi to only pay for half of the contested amount. I have attached as **Exhibit 3** a copy of the relevant portion of the September 13, 2016 LaGuardo minutes.

The LaGuardo Utility District uses ServLine to handle leak issues, but because Mr. Barnabi stated that he did not have a leak he was not eligible for the benefits provided by ServLine. As a show of good faith, however, the Commissioners agreed to allow Mr. Barnabi the benefit of the policy that was in effect prior to the adoption of the ServLine program, which basically reduced a customer's bill in a leak adjustment situation by fifty percent. The District was not obligated to do this, but did so because the meter had not been properly handled by Neptune.

Concerning the handling of the meter by Neptune, I have attached as Collective **Exhibit 4** copies of email correspondence between Joey Hardin, General Manager of LaGuardo, Landon Houston, who is with Southern Pipe Company from whom LaGuardo purchases meters, and various representatives of the Neptune Meter Company. As you can see from this attached correspondence, Mr. Hardin requested that the meter be tested by the manufacturer to determine if it was functioning properly, but representatives of Neptune apparently thought the District was seeking a final read on the meter so they cut open the register, obtained a final reading, and then scrapped the meter itself.

Clearly LaGuardo was sending the meter to be tested, and the failure to perform a test by the manufacturer was not the fault of LaGuardo, but the result of improper actions that were taken by the meter manufacturer. I would point out, however, that the meter had been field tested and was functioning properly, and this was a radio read meter for which the District had a data log.

Attached as **Exhibit 5** are the Utility District's records, including notes related to the Barnabi complaint. As you will see from the records, the meter was field tested as accurate, and on or about September 27, 2016 the bill in question was adjusted. This information also shows the data log for the meter indicating when the flows in question occurred.

In his complaint, Mr. Barnabi requests that the District implement a policy of notifying customers on a daily basis for over-usage. While the District does has a number of radio read meters, and does provide certain notifications when a customer's usage is extremely high, it is simply not possible for a district the size of LaGuardo to provide daily alerts to its customers if their usage increases.

Although not part of Mr. Barnabi's actual complaint, in an email to the UMRB dated September 1, 2016 Mr. Barnabi raises a question concerning a charge of \$8.33 on August 17, 2016 and a charge of \$1.30 on August 31, 2016. Those two charges can be explained as follows. First, LaGuardo's bills are due to be paid on or before the 15th of the month. There is a penalty if the bill is not paid by the 15th, and Mr. Barnabi's August payment was not received until August 17, 2016, resulting in a late charge of \$8.33, which is 15% of the unpaid bill not including taxes. The

John Greer
November 17, 2016
Page 3

District has a policy of charging a late fee if payment is not received by the 15th of the month. Attached as **Exhibit 6** is a copy of the District's policy concerning billing and payment that sets out the timing for payment of bills.

Concerning the \$1.30 miscellaneous charge, each year the Tennessee Department of Environment and Conservation charges a per customer fee to the District. That fee is then passed on to the customer, and as you can see from page one of **Exhibit 5** that fee was assessed on August 31st and is labeled as a TDEC environmental fee. Attached as **Exhibit 7** is a copy of the District's current Schedule of Rates and Fees which sets out that customers will be billed the fee charged by TDEC.

I believe we have provided to the UMRB the relevant documentation and our response to Mr. Barnabi's complaint. I also want to point out that at the time that the Board agreed to adjust Mr. Barnabi's bill that the District was not aware that he had filed a complaint with the UMRB. This adjustment was not done in response to his UMRB complaint, but in an attempt to deal with Mr. Barnabi's request by his letter dated July 11, 2016. The Commissioners were under no obligation or policy that would have required them to adjust Mr. Barnabi's bill, but they did so in an attempt to address Mr. Barnabi's complaints and in the interest of good customer relations.

Based upon this information, it is the District's position that it has not violated any of its own policies, and that it has, in fact, bent over backwards to address Mr. Barnabi's concerns, and that Mr. Barnabi's complaint is simply without merit. LaGuardo respectfully requests that the UMRB dismiss his complaint.

I am sending a copy of this letter and all the attachments to Mr. Barnabi so he will have the District's response to his complaint.

If I can provide you with any additional information concerning this matter, or if you have any questions concerning any of the attached documents, please do not hesitate to contact me. If not, I will look forward to seeing you on December 3rd. With best regards, I am

Sincerely yours,



C. Dewey Branstetter, Jr.

CDB/sc

cc: Joey Hardin
Silas Barnabi

Enclosures

EXHIBIT 1

To Whom it may concern,

My name is Silas Barnabi and I reside at 29 Harbor Pointe Lebanon, TN. On July 1, 2016 we received our monthly billing statement for the month of June that totaled \$287.93 and a total gallon usage of 37,900. After receiving this bill, my wife contacted the company and questioned its accuracy speaking to both the assistant and office manager. She was informed that the meter was 100 percent accurate and that we possibly had a leak or utility that was constantly running. The plumbing in this house is brand new and we knew that was not the case. She then gave my wife a breakdown of usage and reported that from 5/17-5/21 we used over 14,000 gallons and again from 5/31-6/8 with 17,000 gallons used totaling 31,000 gallons. We were told that the usage started from 7PM on the start date and cut off at 2PM on the end date of each period of time. After going through this she was informed that we couldn't be helped and it was accurate.

I called back to speak to the office on 7/5 and went through the same scenario with the office manager and was left unsatisfied because I informed her there were no leaks in this house, I checked the underside of the house with no dampness present and we do not own a pool, nor do we have irrigation installed. Also, from 5/27-6/3 we were out of town for vacation and I turn off the water at our main valve in the house when we are gone for extended periods of time. I asked to be placed on the phone with Joey Harden the GM of that location. He was more understanding and concerned about the large usage and immediately decided he would send out his tech and supervisor to look things over on Friday 7/8. Upon completion of looking around and showing them there were no leaks, the meter tested fine with only a 2 gallon variance (room for error) and they had to replace the shut off valve. I asked them if all of the construction around us or my neighbors new large pool could have damaged lines underground or someone is possibly hooking up to my faucets and they could not answer that question. I also asked Joey about their flag system. When I was with Lebanon Utility as a consumer, I would notify them if we were filling up our pool because it would alert their system and they would call me to confirm the usage. Joey informed me that they have a similar system that they review that sends them alerts for above normal usage, but if that is true then why was I, a "valuable customer", not immediately contacted about this incredibly high usage so I could have possibly prevented, fixed or seen where something was wrong?

I have contacted the Veterans administration for assistance because my family and I cannot afford to throw \$300 away at the moment and I don't intend to. I believe that as a valuable, timely paying consumer that I should have this bill adjusted to its accuracy and average. If that comes with an investigation of the property and water lines I am fully prepared and interested in that as well, but want to have this corrected before I go to the next step.

Thank you for your time and consideration.

Kindly,

Silas Barnabi

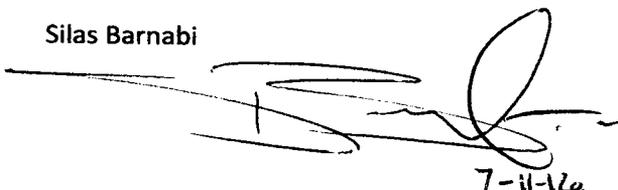
A handwritten signature in black ink, appearing to read 'Silas Barnabi', with a date '7-11-16' written below it.

EXHIBIT 2

LAGUARDO UTILITY DISTRICT
355 WOODS FERRY RD
LEBANON, TN 37087
615-444-3378

COMMISSIONER'S MEETING

JULY 12, 2016

PRESENT: Clayton Gray, Larry Bowers, Julian Sampson, Commissioners; Joey Hardin, Manger; Colebra Montgomery, Secretary; Buddy Koonce, Engineer; Dewey Branstetter, Attorney for the District.

Mr. Clayton Gray, President, called the meeting to order at 3:30 p.m. The first order of business was customer business. Mr. Hardin read a letter from customer Mr. Barnabi regarding high water usage, who said that he did not use the water, nor did he have a leak. Mr. Barnabi thinks the meter is not correct. Mr. Hardin reported that this is a radio read meter and it has been data logged showing the usage is correct. The field supervisor also performed a field test on the meter that showed it to be accurate. It was discussed and the Board approved placing a new meter at the customer's location and sending this meter to be tested. The Board decided that if the meter test is correct then the customer will be responsible for the bill, but if the test shows the meter is defective, then the bill will be adjusted.

Mr. Hardin also reported that Mary Walls, representing her mother Bertha Cripps, came by the office questioning a letter sent to her in June 2016 from the District. In 2006, the District installed a new master meter in Mrs. Cripps yard on Coles Ferry Pike. The District agreed to purchase the easement and use the purchase price to apply to Mrs. Cripps' future water bills. Since the customer's water usage is getting higher and it is exhausting the credit balance on the account, the district sent her a letter explaining the use of the credit. Her daughter said Mrs. Cripps thought her water usage would be covered for her life. After discussion, the Board requested that Mr. Hardin check to make sure customer does not have a water leak and talk to the Cripps family about getting the water usage back to average. The Board approved Mr. Hardin working with the customer on this. Mr. Hardin will report back at the next meeting.

The next order of business was reading and discussing the minutes from the previous month and reviewing the adjustments. Mr. Larry Bowers made a motion to accept the minutes and approve the adjustments. The motion was seconded by Mr. Julian Sampson and approved by all.

Mr. Koonce presented the Engineer's Report. He reported that as soon as the weather conditions dry out, the contractor intends to move to the site and begin work on the development of the existing wells. According to the contractor, Hand Services, this project should be completed within next four to six weeks after work starts. Once well capacity has been determined, final design of the pumps, motors and controls will begin.

He reported that they are working on the plans for the transmission line from the well to the plant. It appears we should be able to submit the final plans, specifications and contract documents to TDEC by early next week. He is also in the process of confirming the locations of existing utilities. In addition, this project will require a permit from Columbia Pipeline before work can begin. He will

EXHIBIT 3

LAGUARDO UTILITY DISTRICT
355 WOODS FERRY RD
LEBANON, TN 37087
615-444-3378

COMMISSIONER'S MEETING

September 13, 2016

PRESENT: Clayton Gray, Larry Bowers, Julian Sampson, Commissioners; Joey Hardin, Manger; Colebra Montgomery, Secretary; Buddy Koonce, Engineer; Dewey Branstetter, Attorney for the District. Also attending the meeting were customers Richard Bragg and Patricia Malone.

Mr. Gray called the meeting to order at 3:30 pm. The first order of business was customer business. Mr. Bragg asked questions regarding the ServLine Program. He said that Mrs. Malone had a leak and a leak adjustment was denied by ServLine. Mr. Hardin explained how the program works and that to qualify for a leak adjustment the customer has to meet several different requirements. Mr. Bragg asked if Mrs. Malone's water meter could be tested due to the increase in water usage. He and Mr. Hardin are going to meet to see if the meter is showing a leak and also to field test the meter in question.

Regarding other customer business, Mr. Hardin reported on the meter test for customer Mr. Barnabi at 29 Harbor Point. The meter was sent to be tested and it was incorrectly tagged by Neptune, the manufacturer, the register was damaged, and the meter body scrapped. Mr. Hardin said the District has a final reading and data log report, and that the meter was field tested to be accurate. Mr. Hardin said because of the information gathered he has no reason to believe the meter to be inaccurate. After discussion, Mr. Sampson made a motion, seconded by Mr. Bowers and approved by all to offer to Mr. Barnabi to split the bill in half since the meter could not be tested by the manufacturer.

Mr. Hardin reported that he had talked to a representative from the Five Oaks Homeowners Association regarding a high bill from a leak they found and fixed. Mr. Hardin explained to the Five Oaks HOA that because the District does not do leak adjustments on irrigation meters, any request for an adjustment would have to be brought before the Board. After discussion, Mr. Bowers made a motion, seconded by Mr. Sampson and agreed by all as a good faith gesture to this non-profit entity to adjust one half of the bill after average usage. This would be a onetime leak adjustment.

The Board returned to its regular agenda, and the next order of business was reading and discussing the minutes from the previous month, Mr. Sampson made a motion to accept the minutes. The motion was seconded by Mr. Bowers and all approved.

Mr. Hardin reported that Mr. Branstetter had prepared an agreement for Mrs. Bertha Cripps regarding the easement and master meter that was installed in her yard in 2006. Mr. Hardin has sent it to Mrs. Cripps and has made several calls to her, but he has not heard back from the customer regarding the agreement.

Mr. Koonce presented the Engineer's Report. He reported on the Raw Water Transmission and Well Improvements. The wells were pump tested up to 5,100 gallons per minute with the water levels stabilizing with a drawdown of about eight inches. Information has been submitted to TDEC for

EXHIBIT 4

Joey Hardin

From: Landon Houston <landon.houston@southernpipe.com>
Sent: Tuesday, July 19, 2016 12:34 PM
To: Joey Hardin
Cc: Stephen Pass
Subject: RE: Meter Test

I will come by tomorrow morning and pick them up for you. Probably around 8:30 or 9:00

From: Joey Hardin [<mailto:jhardin@laguardoud.com>]
Sent: Tuesday, July 19, 2016 11:28 AM
To: Landon Houston <landon.houston@southernpipe.com>; Stephen Pass <stephen.pass@southernpipe.com>
Subject: Meter Test

I have a meter that I need to get tested by Neptune. The customer is disputing the usage and reading regardless of the data pulled from the meter.. Are either of you going to be coming this way anytime soon? I have one other registers to send in for warranty replacement as well.

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342
jhardin@laguardoud.com

Joey Hardin

From: Landon Houston <landon.houston@southernpipe.com>
Sent: Tuesday, August 16, 2016 2:53 PM
To: Joey Hardin
Subject: Customer Dispute
Attachments: Laguardo Final Reads.pdf; ATT00001.htm

Joey,

I'm not sure this is what you had in mind. Have a look and let me know what you think.

Thank you,
Landon Houston
Southern Pipe Supply
1223 Foster Ave
Nashville, TN 37120
615-557-1060 o
615-557-1061 f
615-724-8234 c

-----Original Message-----

From: Smith, Kevin [<mailto:ksmith@neptunetg.com>]
Sent: Tuesday, August 16, 2016 2:07 PM
To: Landon Houston <landon.houston@southernpipe.com>
Subject: Fwd: Laguardo

FYI. See below and attached.
Thanks

Sent from Kevin's iPhone
Neptune Territory Manager AL/MS/ North FL/ Central and West TN Cell# (334)799-3760

Begin forwarded message:

From: "Kravec, Julie" <jkravec@neptunetg.com<<mailto:jkravec@neptunetg.com>>>
Date: August 16, 2016 at 2:03:55 PM CDT
To: "Smith, Kevin" <ksmith@neptunetg.com<<mailto:ksmith@neptunetg.com>>>
Cc: "Singleton, Candance" <csingleton@neptunetg.com<<mailto:csingleton@neptunetg.com>>>
Subject: Laguardo

Kevin,

Candance said that Laguardo requested a letter on Neptune letterhead for the results of RMA 107539. This was not an Evaluation, only a Final Read. The letter is attached.

Julie Kravec

Proposal Manager
Neptune Technology Group Inc.
1600 Alabama Hwy 229
Tallasse, AL 36078

August 16, 2016

Laguado Utility District
Attn: Joey Hardin
355 Woods Ferry Road
Lebanon, TN 37087

The final reads for RMA 107539:

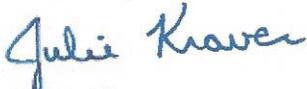


I.D.	Final Reading
1853087627	21429.73
1852055642	126019.38

The above "Final Reads" were obtained by Neptune via a direct query of the damaged E-Coder's metrology ASIC. As with any reading value used to generate a bill, Neptune encourages the utility to compare this "Final Read" value with the subject account's usage history before using it to generate a bill.

For additional information, please feel free to contact Kevin Smith, at (334) 799-3760.

Sincerely,


Julie Kravec

Joey Hardin

From: Smith, Kevin <ksmith@neptunetg.com>
Sent: Monday, August 29, 2016 10:21 AM
To: Joey Hardin
Cc: 'Landon Houston'
Subject: RE: Customer Dispute

Guys,
I regret to inform that the meter was scrapped and a new meter ordered/shipped in its place. Please confirm that a new meter and register is received.
Sorry for the delay in getting back to you guys, but I had each department to confirm that they did not receive the meter and have it sitting awaiting to be scrapped.
The mis-communication on the ticket, bypassed the other departments and this meter was scrapped and never passed along for additional testing. This is same department that cuts the register open then passes to another area for board interrogation.

Regards
Kevin

-----Original Message-----

From: Joey Hardin [mailto:jhardin@laguardoud.com]
Sent: Tuesday, August 23, 2016 10:38 AM
To: Smith, Kevin <ksmith@neptunetg.com>
Cc: 'Landon Houston' <landon.houston@southernpipe.com>
Subject: RE: Customer Dispute

Kevin,
The meter was returned and should still be in Neptune's possession. I sent both the meter and register in and only received the register back. If you can still test this that would be great. Please let me know when the meter is found and tested. Thanks

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342
jhardin@laguardoud.com

-----Original Message-----

From: Smith, Kevin [mailto:ksmith@neptunetg.com]
Sent: Tuesday, August 23, 2016 7:57 AM
To: Joey Hardin
Cc: Landon Houston
Subject: RE: Customer Dispute

Joey,
First, sorry for the mix up on your RMA request.
I read through the below items and reviewed the ticket generated for these two items.
The ticket was keyed as final reads. Unfortunately, this was a phoned in RMA request, so there is no way to determine the conversation between the caller and the one entering the data.
From a procedure stand point, the ladies at Neptune cannot submit product RMA's for evaluation or "no charge" testing without my approval or request.

Moving forward, below was asked how to keep from occurring in the future.

Distribution has three options for sending in RMA request.

1. call in - which seems to be where this entry had a problem.
2. email to Neptune's return address
3. from Neptune's distribution resource center website - a RMA request can be generated. The form ask for various contact information and information for product being returned

What can be done now?

Landon said you have the register that has been cut open as well as the data log report.

I did not ask if the meter itself was returned? If it was, we can still submit the meter for a certification test. New registers and meters are tested separately during the manufacturing process. Submitting this standalone meter for this test will not be any different. If this test is wanted, let Landon know. I will work with Landon to get the meter in my possession and personally walk this through the process.

Best Regards,
Kevin

-----Original Message-----

From: Joey Hardin [mailto:jhardin@laguardoud.com]
Sent: Wednesday, August 17, 2016 3:44 PM
To: Smith, Kevin <ksmith@neptunetg.com>
Cc: Landon Houston <landon.houston@southernpipe.com>
Subject: RE: Customer Dispute

Kevin,

See the thread below. Was the ticket not marked evaluation? I specifically told Landon, and I'm sure he did, to send the meter in for testing. This is not the first time this has happened. Is someone not reading the orders or taking them down correctly? This meter was at a residence where the data logger showed usage when the customer was out of town. He was disputing the accuracy of the meter at this point. Our board decided to swap the meter and send the meter in question off to Neptune to have tested. If accurate the customer would owe the bill, if inaccurate we would adjust the bill to an average usage. Because the meter was not tested and it was cut open I can't prove either way. The meter was working and should have been obvious.

The bill was \$285.83

What can be done to prevent this in the future? What can be done to make this right?

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342

jhardin@laguardoud.com

-----Original Message-----

From: Landon Houston [mailto:landon.houston@southernpipe.com]
Sent: Wednesday, August 17, 2016 11:13 AM
To: Joey Hardin
Subject: RE: Customer Dispute

Kevin Smith is our Sales Rep.
ksmith@neptunetg.com 334-799-3760

jkkravec@neptunetg.com 800-645-1892 (Julie w/ Customer Service)

csingleton@neptunetg.com 800-645-1892 (Candice w/ Customer Service)

-----Original Message-----

From: Joey Hardin [mailto:jhardin@laguardoud.com]
Sent: Wednesday, August 17, 2016 11:04 AM
To: Landon Houston <landon.houston@southernpipe.com>
Subject: RE: Customer Dispute

I just looked and Neptune's reading is 800 gallons higher than ours when we changed it out. I don't know how I can explain that. Who can I speak with at Neptune?

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342
jhardin@laguardoud.com

-----Original Message-----

From: Landon Houston [mailto:landon.houston@southernpipe.com]
Sent: Wednesday, August 17, 2016 10:21 AM
To: Joey Hardin
Subject: RE: Customer Dispute

Yes I already have. I mean I'm sorry really am. A final read from Laguardo Utility along with one from Neptune and a letter from Neptune is better than nothing I would think.

Landon Houston
Southern Pipe Supply
1223 Foster Ave
Nashville, TN 37120
615-557-1060 o
615-557-1061 f
615-724-8234 c

-----Original Message-----

From: Joey Hardin [mailto:jhardin@laguardoud.com]
Sent: Wednesday, August 17, 2016 10:06 AM
To: Landon Houston <landon.houston@southernpipe.com>
Subject: RE: Customer Dispute

Are you going to let Neptune know they screwed up? My eight year old follows direction better than that. This is just going to look like we did this on purpose to the customer and I have no recourse.

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342
jhardin@laguardoud.com

-----Original Message-----

From: Landon Houston [mailto:landon.houston@southernpipe.com]
Sent: Wednesday, August 17, 2016 8:51 AM
To: Joey Hardin
Subject: RE: Customer Dispute

Joey,

It appears the ladies inside with Neptune dropped the ball and noted this meter (for final read and not test). The only thing you can do now is give your customer the 96 day data report and show him that both your final read and Neptune's final read match up and are the same. I would also give him the letter Neptune provided.

P.S. You should see your warranty register and meter and register by 9/2/16

Sorry about all this.
Landon Houston
Southern Pipe Supply Inc
1223 Foster Ave
Nashville, TN 37210
615-557-1060 o
615-724-8234 c

-----Original Message-----

From: Joey Hardin [mailto:jhardin@laguardoud.com]
Sent: Wednesday, August 17, 2016 8:23 AM
To: Landon Houston <landon.houston@southernpipe.com>
Subject: RE: Customer Dispute

Landon,

That is not. I wanted a meter test performed. They sent those two meters back to me cut open. They could have gotten a reading without cutting it open because it wasn't dead. There is no way to test them now. What are they going to do?

Joey Hardin
General Manager
LaGuardo Utility District
355 Woods Ferry Rd.
Lebanon, TN 37087
p-615-444-3378
f-615-444-3342
jhardin@laguardoud.com

-----Original Message-----

From: Landon Houston [mailto:landon.houston@southernpipe.com]
Sent: Tuesday, August 16, 2016 2:53 PM
To: Joey Hardin
Subject: Customer Dispute

Joey,

I'm not sure this is what you had in mind. Have a look and let me know what you think.

Thank you,
Landon Houston
Southern Pipe Supply
1223 Foster Ave
Nashville, TN 37120
615-557-1060 o
615-557-1061 f
615-724-8234 c

-----Original Message-----

From: Smith, Kevin [mailto:ksmith@neptunetg.com]
Sent: Tuesday, August 16, 2016 2:07 PM
To: Landon Houston <landon.houston@southernpipe.com>
Subject: Fwd: Laguardo

FYI. See below and attached.
Thanks

Sent from Kevin's iPhone
Neptune Territory Manager AL/MS/ North FL/ Central and West TN Cell#
(334)799-3760

Begin forwarded message:

From: "Kravec, Julie" <jkravec@neptunetg.com<mailto:jkravec@neptunetg.com>>
Date: August 16, 2016 at 2:03:55 PM CDT

To: "Smith, Kevin" <ksmith@neptunetg.com<mailto:ksmith@neptunetg.com>>
Cc: "Singleton, Candance"
<csingleton@neptunetg.com<mailto:csingleton@neptunetg.com>>
Subject: Laguardo

Kevin,

Candance said that Laguardo requested a letter on Neptune letterhead for the results of RMA 107539. This was not an Evaluation, only a Final Read. The letter is attached.

Julie Kravec
Proposal Manager
Neptune Technology Group Inc.
1600 Alabama Hwy 229
Tallasse, AL 36078

EXHIBIT 5

Laguardo Utility District Customer History Report

Service Type All
AR Code All
Beginning Date All
Ending Date

Use Reading Factor
Start Balance With Zero
Print Transaction in Descending Order
Print Breakdown By Transaction Service Taxes Totals Only

History For Account 0051-42000-002 Barnabi, Kaycee Marie

Trn Date	Void	Post By	Code	Description	Service Description	Usage	Check #	Amount	Unapplied	Balance
10/13/15		Colebra	MTR	Meter Fee / transfer	Service Charge 02		c.card	(\$50.00)	\$0.00	(\$50.00)
10/13/15		Colebra	MTR	Meter Fee / transfer	Service Charge 02		c.card	\$50.00	\$0.00	\$0.00
11/30/15		Colebra	WTB	Water Billing	WATER 01	5,000		\$48.90	\$0.00	\$48.90
12/09/15	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$48.90)	\$0.00	\$0.00
12/29/15		Colebra	WTB	Water Billing	WATER 01	3,900		\$38.87	\$0.00	\$38.87
01/16/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$38.87)	\$0.00	\$0.00
01/28/16		Colebra	WTB	Water Billing	WATER 01	4,100		\$40.70	\$0.00	\$40.70
02/12/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$40.70)	\$0.00	\$0.00
02/29/16		Colebra	WTB	Water Billing	WATER 01	4,900		\$47.99	\$0.00	\$47.99
02/29/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$50.09
03/11/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$47.99)	\$0.00	\$2.10
03/11/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
03/30/16		Colebra	WTB	Water Billing	WATER 01	3,600		\$36.13	\$0.00	\$36.13
03/30/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$38.23
04/12/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$36.13)	\$0.00	\$2.10
04/12/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
04/28/16		Colebra	WTB	Water Billing	WATER 01	4,300		\$42.52	\$0.00	\$42.52
04/28/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$44.62
05/11/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$42.52)	\$0.00	\$2.10
05/11/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
05/31/16		Colebra	WTB	Water Billing	WATER 01	4,600		\$45.25	\$0.00	\$45.25
05/31/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$47.35
06/08/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$45.25)	\$0.00	\$2.10
06/08/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
06/29/16		Colebra	WTB	Water Billing	WATER 01	37,900		\$285.83	\$0.00	\$285.83
06/29/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$287.93
07/13/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$285.83)	\$0.00	\$2.10
07/13/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
07/28/16		Colebra	WTB	Water Billing	WATER 01	6,500		\$60.63	\$0.00	\$60.63
07/28/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$62.73
08/17/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$62.73)	\$0.00	\$0.00
08/17/16		alicia	PTB	Penalty Billing	WATER 01	0	Pd. Late	\$8.33	\$0.00	\$8.33
08/31/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Visa	(\$6.23)	\$0.00	\$2.10
08/31/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Visa	(\$2.10)	\$0.00	\$0.00
08/31/16		Colebra	WTB	Water Billing	WATER 01	5,300		\$51.25	\$0.00	\$51.25
08/31/16		Colebra	MSC	Misc Fee	TDEC Environ Fe 01	0		\$1.30	\$0.00	\$52.55
08/31/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	\$54.65
09/15/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	WATER 01	0	Discover	(\$51.25)	\$0.00	\$3.40
09/15/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	TDEC Environ Fe 01	0	Discover	(\$1.30)	\$0.00	\$2.10
09/15/16	<input type="checkbox"/>	alicia	CCP	Credit Card Paymen	Leak Protection 01	0	Discover	(\$2.10)	\$0.00	\$0.00
09/27/16		Colebra	adj	adjustment	- 1/2 of \$285.83 bill	0	per Board	(\$142.92)	(\$142.92)	(\$142.92)

History For Account 0051-42000-002 Barnabi, Kaycee Marie

Trn Date	Void	Post By	Code	Description	Service Description	Usage	Check #	Amount	Unapplied	Balance
09/29/16		Colebra	WTB	Water Billing	WATER 01	4,200		\$41.60	\$0.00	(\$101.32)
09/29/16		Colebra	MSC	Misc Fee	TDEC Environ Fc01	0		\$0.00	\$0.00	(\$101.32)
09/29/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	(\$99.22)
09/29/16		Colebra	OVP	Overpayment		0		\$43.70	\$43.70	(\$55.52)
09/29/16		Colebra	OVP	Overpayment	WATER 01	0		(\$41.60)	\$0.00	(\$97.12)
09/29/16		Colebra	OVP	Overpayment	Leak Protection 01	0		(\$2.10)	\$0.00	(\$99.22)
10/28/16		Colebra	WTB	Water Billing	WATER 01	5,600		\$53.60	\$0.00	(\$45.62)
10/28/16		Colebra	MSC	Misc Fee	TDEC Environ Fc01	0		\$0.00	\$0.00	(\$45.62)
10/28/16		Colebra	LKI	Leak Protection Svc	Leak Protection 01	0		\$2.10	\$0.00	(\$43.52)
10/28/16		Colebra	OVP	Overpayment		0		\$55.70	\$55.70	\$12.18
10/28/16		Colebra	OVP	Overpayment	WATER 01	0		(\$53.60)	\$0.00	(\$41.42)
10/28/16		Colebra	OVP	Overpayment	Leak Protection 01	0		(\$2.10)	\$0.00	(\$43.52)
Total For Selection								(\$43.52)	(\$43.52)	(\$43.52)
Ending Balance								(\$43.52)	\$0.00	(\$43.52)

**Laguado Utility District
Transaction Posting Register**

Batch Range	1 To 1	Order By	Route
Billing Cycle	All Cycles	Print Route/Batch Totals	<input checked="" type="checkbox"/>
Service Type	All Service Types	Print By	Transaction Type
Account Range	All Accounts	AR Code	Not Applicable
Date Range	All Dates	Transaction Type	All Transaction Types
Report Type	Summary	Payment Printing Method	Not Applicable
Print Service Detail	<input type="checkbox"/>	Print AR Totals	<input type="checkbox"/>
Print Beginning Balance Detail	<input type="checkbox"/>	Posted By	Colebra
Print on wide carriage printer	<input type="checkbox"/>		

Account	Name	# Of Trans	Bat	Cyc	Date	Code	Beginning Balance	Amount	Ending Balance	BD Amt	Chk/ Ref#	Err
0051-42000-002	Barnabi, Kaycee Mari	1	1	1	09/27/16	adj	\$0.00	-\$142.92	-\$142.92	\$0.00		<input type="checkbox"/>

Totals For Route 0051

Total Adjustments	-\$142.92
Total Payments	\$0.00
Total Deposit Receipts	\$0.00
Total Deposits Applied	\$0.00
Total Bad Debt Writeoff	\$0.00
Total Bad Debt Recovery	\$0.00
Total Immediate Cash Receipts	\$0.00
Total Unapplied Cash	\$0.00
Total Rejections	\$0.00

AR Code Summary

	1	adj	adjustment	-\$142.92
--	---	-----	------------	-----------

Cycle Summary

	1	In Cycle	1 - Cycle 1	-\$142.92
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Totals For Report

Total Adjustments	-\$142.92
Total Payments	\$0.00
Total Deposit Receipts	\$0.00
Total Deposits Applied	\$0.00
Total Bad Debt Writeoff	\$0.00
Total Bad Debt Recovery	\$0.00
Total Immediate Cash Receipts	\$0.00
Total Unapplied Cash	\$0.00
Total Rejections	\$0.00

AR Code Summary

	1	adj	adjustment	-\$142.92
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Cycle Summary

	1	In Cycle	1 - Cycle 1	-\$142.92
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9/16/16

Spoke with Ms. Barnabi, Explained the boards decision. She will speak to her husband and get back to me. I will email the data log report.

9-27-16 - Joey has not heard back from customer. He said to go ahead and adjust $\frac{1}{2}$ of the bill in question.

Laguado Utility District
WORK ORDER 31355

Account # 0051-42000-002
Name Barnabi, Kaycee Marie
Address 29 Harbor Pt/ lot 7 Lebanon, TN 37087
Telephone (615) 879-7138 Job #

Order Date 7/6/2016
Status FUTURE SEE DESC
Scheduled 07/06/16 01:59 PM
Order Type CHECK METER

934-9812

METER# WT 94682029 ERT/INTERNAL ID# 1852055642 READING 1187 LOCATOR TAG READING IN / OUT

Description Field Test Meter for customer.. He wants to meet you there at 9:00 Friday the 8th.

Requested By jh Assigned To Jeremy Bain Completed By J.B & B.F.
Start Date 7/7/16 Time 8:00 Completed Date 7/8/16 Time 9:00

Make Meet customer Size/Type _____ Multiplier _____
Notes Friday the 8th @ 9:00 am

Field Tested
meter, is accurate

Joey
7-11-16 8:00 Mr. Barnabai wants you to call him 615-934-9812

Customer set up on 3 payments @ \$95.98 plus the current bill each month. To be paid by 25th
Customer was ok with this. CM

Has Leak Protection

w/o / Pull current mtr to test

✓ CM

Laguado Utility District
WORK ORDER 31341

Account # 0051-42000-002
 Name Barnabi, Kaycee Marie
 Address 29 Harbor Pk lot 7 Lebanon, TN 37087
 Telephone (615) 879-7138 Job #

Order Date 7/1/2016
 Status Today
 Scheduled 07/01/16 08:26 AM
 Order Type Data Log Meter

METER#	ERT/INTERNAL ID#	READING	LOCATOR TAG	READING IN / OUT
WT 94682029	1852055642	1187		

Description Customers bill very high (no pool)
 Comment Call Kaycee ta 615-879-7138

Requested By ach/cust Assigned To FIELD SERVICE Completed By Bryan
 Start Date 7/1/16 Time 10:43 Completed Date 7/1/16 Time 10:43

Make _____ Size/Type _____
 Notes _____
Done

She will call you next week to make payment arrangements.
 * Not on leak report & has not leaked since 6/9.
 * They can find nothing running or leaking.

5/16 - 6/15 | * 3 continuous leaks indicated

#1 - Continuous leak indicated (14,466 gallons)

> 5/17 - 5/21
 > Avg. 125-150 gallons per hour 24/7

> Started around 7:00 PM on Tuesday, May 17
 > Stopped around 2:00 PM on Saturday, May 21

Friday the 8th
 9:00

#2 - Continuous leak indicated (18,407 gallons)

> 5/31 - 6/8
 > 5/31 - 6/4 → Avg. 760 gallons per day or 24 gallons per hour 24/7
 > 6/5 - 6/8 → ~~As~~ As high as 6,000 gallons per day or 250 gallons per hour

- No leaks indicated at all since June 9th

~~Total bill was for \$7,000 gallons~~
 11/29

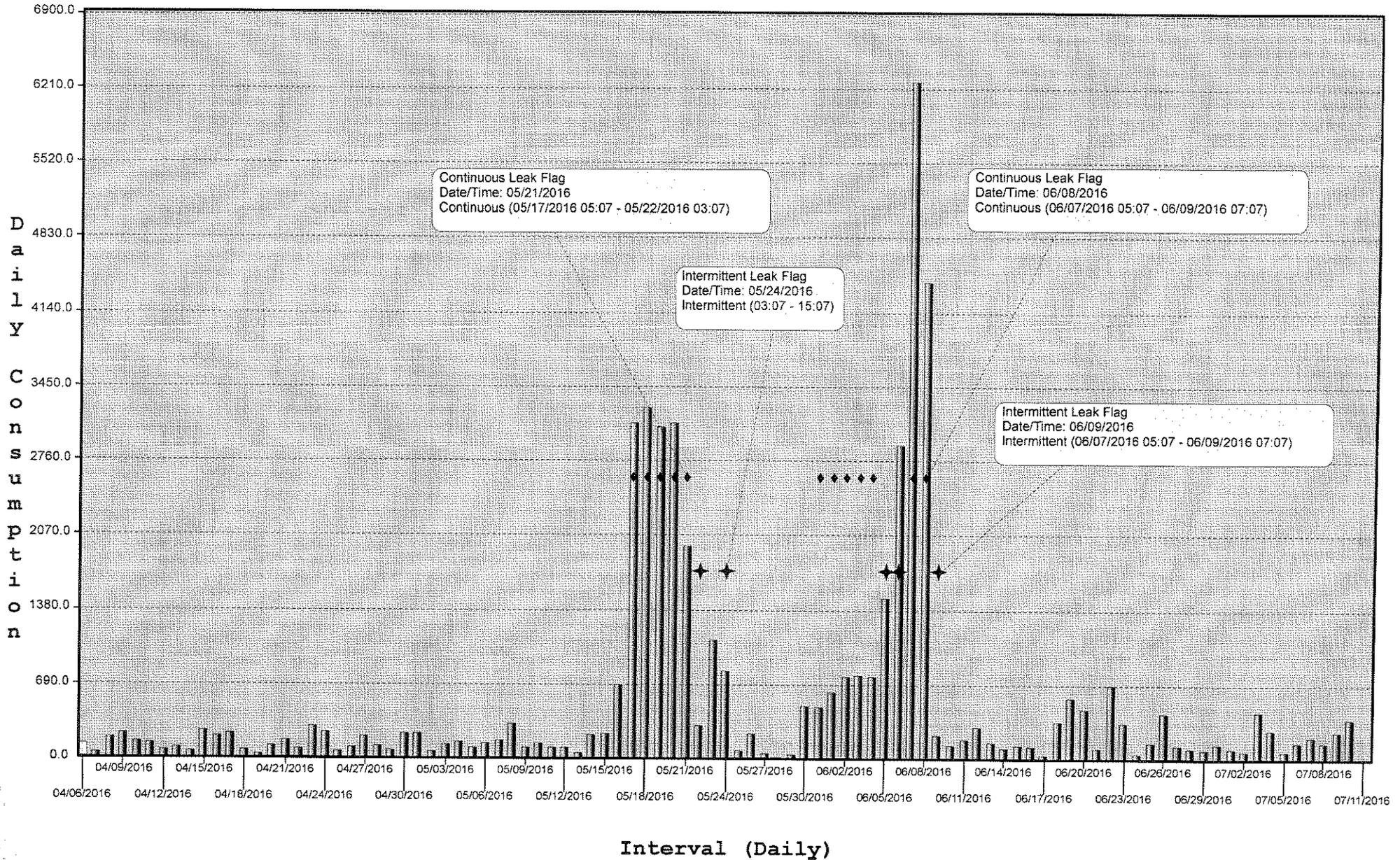
615-934-9812
 Silas
 disputing bill

Barnabi
29 Harbor Pt.
51-42000-2

N_SIGHT R900 Report
E-Coder R900i Data Logging Report
MIU#: 1852055642 for 04/06/2016 through 07/11/2016, WATER, 5/8" - 1" T-10, GALLONS

Silas.barnabi@gmail.com

Minor Reverse Flow Flag	Major Reverse Flow Flag	Intermittent Leak Flag	Continuous Leak Flag
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N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 04/06/2016 - 07/11/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
04/06/2016	75026.2	123.2				
04/07/2016	75082.3	56.1				
04/08/2016	75280.3	198.0				
04/09/2016	75518.6	238.3				
04/10/2016	75552.2	155.4				
04/11/2016	75817.3	143.3				
04/12/2016	75893.7	76.4				
04/13/2016	75994.7	101.0				
04/14/2016	76005.9	64.4				
04/15/2016	76321.0	261.9				
04/16/2016	76528.4	207.4				
04/17/2016	76755.2	226.8				
04/18/2016	76760.4	82.6				
04/19/2016	76876.9	39.1				
04/20/2016	76991.6	114.7				
04/21/2016	77160.7	169.1				
04/22/2016	77168.7	96.4				
04/23/2016	77560.6	303.5				
04/24/2016	77812.5	251.9				
04/25/2016	77871.5	59.0				
04/26/2016	77876.3	100.8				
04/27/2016	78177.1	204.8				
04/28/2016	78288.5	111.4				
04/29/2016	78367.7	79.2				
04/30/2016	78529.6	238.4				
05/01/2016	78836.5	230.4				
05/02/2016	78897.7	61.2				
05/03/2016	79022.6	124.9				
05/04/2016	79161.7	156.3				
05/05/2016	79277.4	98.5				
05/06/2016	79422.6	145.2				
05/07/2016	79593.4	170.8				
05/08/2016	79918.5	328.1				
05/09/2016	80019.4	97.9				
05/10/2016	80163.0	143.6				
05/11/2016	80267.6	104.6				
05/12/2016	80374.8	107.2				
05/13/2016	80422.8	48.0				
05/14/2016	80641.4	218.6				

N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 04/06/2016 - 07/11/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
05/15/2016	80872.2	230.8				
05/16/2016	81433.3	685.0				
05/17/2016	84653.0	3095.8				<input checked="" type="checkbox"/>
05/18/2016	87902.6	3249.6				<input checked="" type="checkbox"/>
05/19/2016	90962.0	3059.4				<input checked="" type="checkbox"/>
05/20/2016	93815.7	3104.6				<input checked="" type="checkbox"/>
05/21/2016	96025.8	1959.2			<input checked="" type="checkbox"/>	
05/22/2016	96333.2	307.4				
05/23/2016	97436.2	1103.0				
05/24/2016	98252.4	816.2				
05/25/2016	98335.1	82.7				
05/26/2016	98409.7	237.9				
05/27/2016	98624.2	51.2				
05/28/2016	98631.6	7.4				
05/29/2016	98674.6	43.0				
05/30/2016	98678.9	489.5				
05/31/2016	99637.1	473.0				<input checked="" type="checkbox"/>
06/01/2016	100254.5	617.4				<input checked="" type="checkbox"/>
06/02/2016	101015.1	760.6				<input checked="" type="checkbox"/>
06/03/2016	101303.4	769.9				<input checked="" type="checkbox"/>
06/04/2016	102546.8	761.8			<input checked="" type="checkbox"/>	
06/05/2016	104034.5	1487.7				
06/06/2016	106927.8	2893.3				
06/07/2016	109230.3	6247.8			<input checked="" type="checkbox"/>	
06/08/2016	117576.0	4400.4			<input checked="" type="checkbox"/>	
06/09/2016	117790.6	214.6				
06/10/2016	117919.6	129.0				
06/11/2016	117963.6	187.2				
06/12/2016	118398.0	291.2				
06/13/2016	118558.0	160.0				
06/14/2016	118661.8	103.8				
06/15/2016	118706.3	130.2				
06/16/2016	118907.9	115.9				
06/17/2016	118949.5	41.6				
06/18/2016	119298.4	348.9				
06/19/2016	119298.5	574.4				
06/20/2016	120342.4	469.6				
06/21/2016	120441.1	98.7				
06/22/2016	121122.1	681.0				

N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

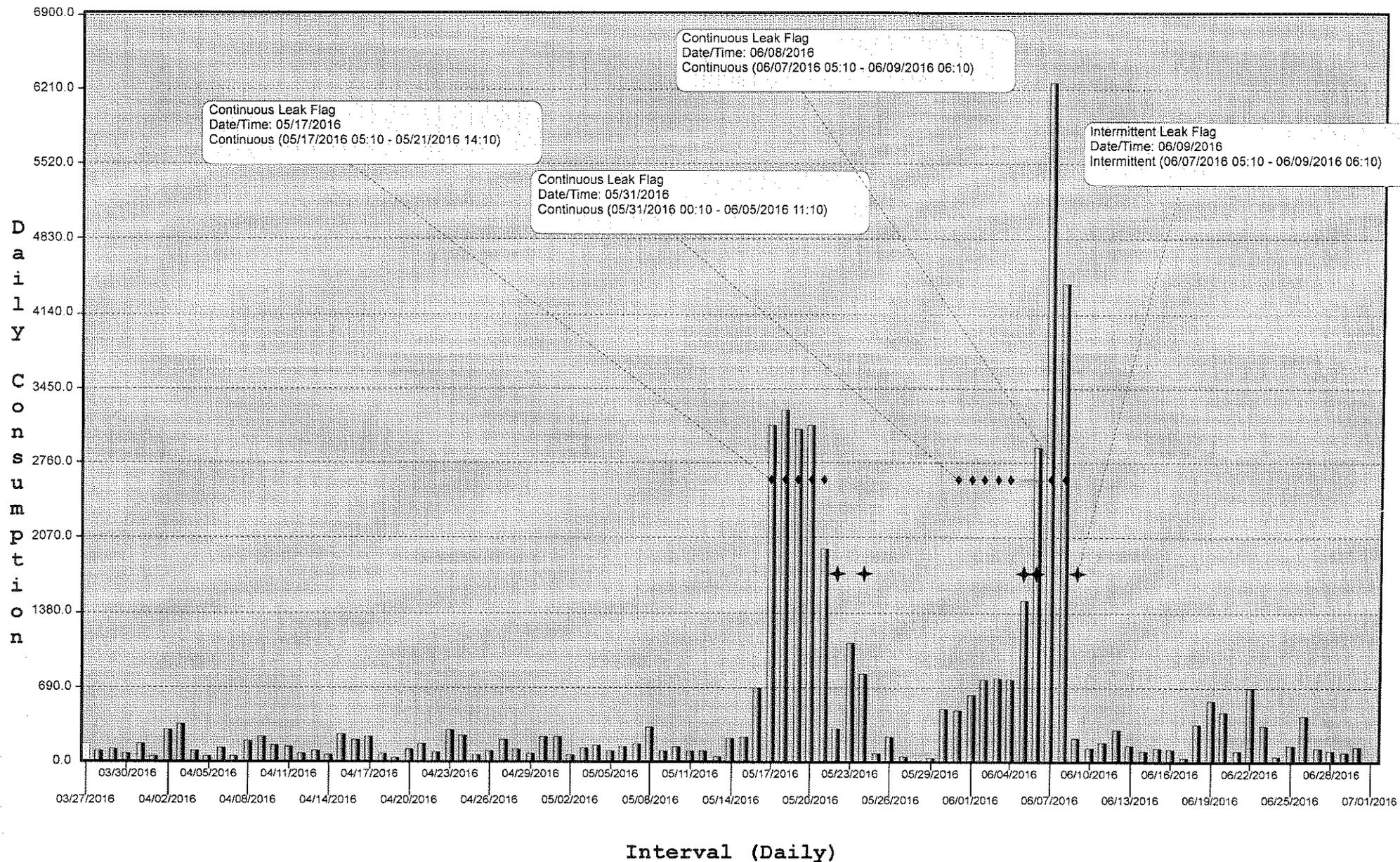
Interval Date Range: 04/06/2016 - 07/11/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
06/23/2016	121130.3	333.5				
06/24/2016	121504.5	48.9				
06/25/2016	121655.0	150.5				
06/26/2016	122080.6	425.6				
06/27/2016	122087.8	134.7				
06/28/2016	122322.3	107.0				
06/29/2016	122411.7	89.4				
06/30/2016	122553.8	142.1				
07/01/2016	122561.5	101.4				
07/02/2016	122733.1	77.9				
07/03/2016	123171.6	438.5				
07/04/2016	123440.2	268.6				
07/05/2016	123450.0	75.5				
07/06/2016	123665.3	149.6				
07/07/2016	123878.2	212.9				
07/08/2016	124032.4	154.2				
07/09/2016	124066.0	257.7				
07/10/2016	124660.4	370.3				
07/11/2016	124670.0	9.6				

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 03/27/2016 through 07/01/2016, WATER, 5/8" - 1" T-10, GALLONS

◆ Minor Reverse Flow Flag
✱ Major Reverse Flow Flag
✦ Intermittent Leak Flag
◆ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 03/27/2016 - 07/01/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
03/27/2016	73574.6	167.6				
03/28/2016	73684.3	109.7				
03/29/2016	73798.3	114.0				
03/30/2016	73878.9	80.6				
03/31/2016	74047.0	168.1				
04/01/2016	74095.9	48.9				
04/02/2016	74392.1	296.2				
04/03/2016	74738.2	346.1				
04/04/2016	74841.3	103.1				
04/05/2016	74895.1	53.8				
04/06/2016	75026.2	131.1				
04/07/2016	75082.3	56.1				
04/08/2016	75280.3	198.0				
04/09/2016	75280.3	238.3				
04/10/2016	75674.0	155.4				
04/11/2016	75817.3	143.3				
04/12/2016	75893.7	76.4				
04/13/2016	75893.7	101.0				
04/14/2016	76059.1	64.4				
04/15/2016	76321.0	261.9				
04/16/2016	76528.4	207.4				
04/17/2016	76528.4	226.8				
04/18/2016	76837.8	82.6				
04/19/2016	76876.9	39.1				
04/20/2016	76991.6	114.7				
04/21/2016	76991.6	169.1				
04/22/2016	77257.1	96.4				
04/23/2016	77560.6	303.5				
04/24/2016	77812.5	251.9				
04/25/2016	77817.1	59.0				
04/26/2016	77972.3	100.8				
04/27/2016	78177.1	204.8				
04/28/2016	78288.5	111.4				
04/29/2016	78297.2	79.2				
04/30/2016	78606.1	238.4				
05/01/2016	78836.5	230.4				
05/02/2016	78897.7	61.2				
05/03/2016	78908.1	124.9				
05/04/2016	79178.9	156.3				

N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 03/27/2016 - 07/01/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
05/05/2016	79277.4	98.5				
05/06/2016	79422.6	145.2				
05/07/2016	79483.6	170.8				
05/08/2016	79921.5	328.1				
05/09/2016	80019.4	97.9				
05/10/2016	80163.0	143.6				
05/11/2016	80169.3	104.6				
05/12/2016	80374.8	107.2				
05/13/2016	80422.8	48.0				
05/14/2016	80641.4	218.6				
05/15/2016	80715.3	230.8				
05/16/2016	81557.2	685.0				
05/17/2016	84653.0	3095.8				<input checked="" type="checkbox"/>
05/18/2016	87902.6	3249.6				<input checked="" type="checkbox"/>
05/19/2016	89183.9	3059.4				<input checked="" type="checkbox"/>
05/20/2016	94066.6	3104.6				<input checked="" type="checkbox"/>
05/21/2016	96025.8	1959.2			<input checked="" type="checkbox"/>	
05/22/2016	96333.2	307.4				
05/23/2016	96404.2	1103.0				
05/24/2016	98252.4	816.2				
05/25/2016	98335.1	82.7				
05/26/2016	98573.0	237.9				
05/27/2016	98580.1	51.2				
05/28/2016	98631.6	7.4				
05/29/2016	98674.6	43.0				
05/30/2016	99164.1	489.5				
05/31/2016	99348.5	473.0			<input checked="" type="checkbox"/>	
06/01/2016	100254.5	617.4				<input checked="" type="checkbox"/>
06/02/2016	101015.1	760.6				<input checked="" type="checkbox"/>
06/03/2016	101785.0	769.9				<input checked="" type="checkbox"/>
06/04/2016	102214.1	761.8				<input checked="" type="checkbox"/>
06/05/2016	104034.5	1487.7				
06/06/2016	106927.8	2893.3				
06/07/2016	113175.6	6247.8				<input checked="" type="checkbox"/>
06/08/2016	115727.0	4400.4				<input checked="" type="checkbox"/>
06/09/2016	117790.6	214.6				
06/10/2016	117919.6	129.0				
06/11/2016	118106.8	187.2				
06/12/2016	118263.5	291.2				

N_SIGHT R900 Report
Data Logging Report Daily

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

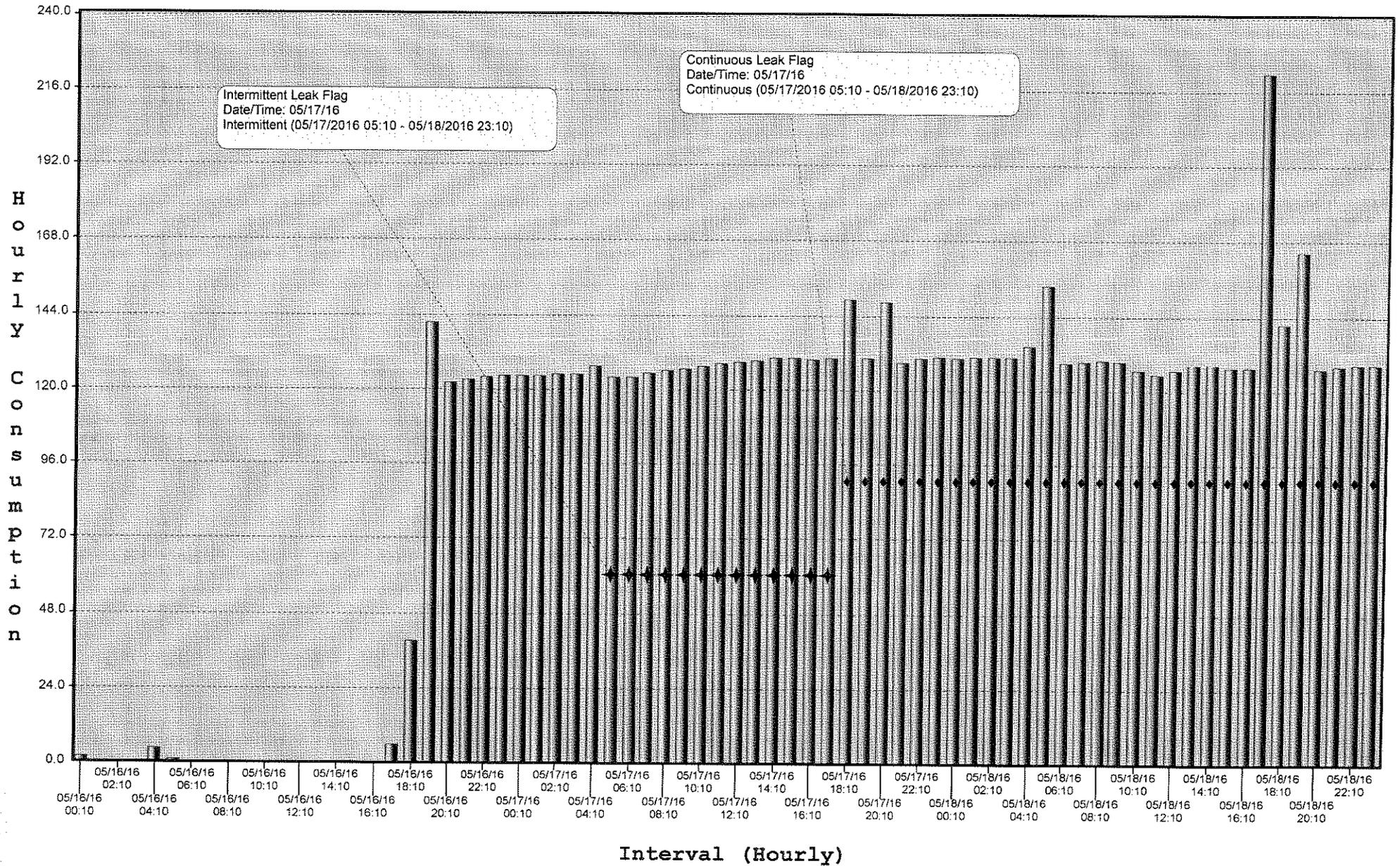
Interval Date Range: 03/27/2016 - 07/01/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
06/13/2016	118558.0	160.0				
06/14/2016	118661.8	103.8				
06/15/2016	118792.0	130.2				
06/16/2016	118805.4	115.9				
06/17/2016	118949.5	41.6				
06/18/2016	119298.4	348.9				
06/19/2016	119872.8	574.4				
06/20/2016	119882.2	469.6				
06/21/2016	120441.1	98.7				
06/22/2016	121122.1	681.0				
06/23/2016	121455.6	333.5				
06/24/2016	121465.8	48.9				
06/25/2016	121655.0	150.5				
06/26/2016	122080.6	425.6				
06/27/2016	122215.3	134.7				
06/28/2016	122224.2	107.0				
06/29/2016	122411.7	89.4				
06/30/2016	122553.8	142.1				
07/01/2016	122563.1	9.3				

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 05/16/2016 through 05/18/2016, WATER, 5/8" - 1" T-10, GALLONS

⬇️ Minor Reverse Flow Flag
 ✳️ Major Reverse Flow Flag
 ⚡ Intermittent Leak Flag
 ◆ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 05/16/2016 - 05/18/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/16/2016 00:10:33	80873.8	1.6				
5/16/2016 01:10:33	80873.8	0.0				
5/16/2016 02:10:33	80873.8	0.0				
5/16/2016 03:10:33	80873.8	0.0				
5/16/2016 04:10:33	80878.2	4.4				
5/16/2016 05:10:33	80879.3	1.1				
5/16/2016 06:10:33	80879.3	0.0				
5/16/2016 07:10:33	80879.3	0.0				
5/16/2016 08:10:33	80879.3	0.0				
5/16/2016 09:10:33	80879.3	0.0				
5/16/2016 10:10:33	80879.3	0.0				
5/16/2016 11:10:33	80879.3	0.0				
5/16/2016 12:10:33	80879.3	0.0				
5/16/2016 13:10:33	80879.3	0.0				
5/16/2016 14:10:33	80879.3	0.0				
5/16/2016 15:10:33	80879.3	0.0				
5/16/2016 16:10:33	80879.3	0.0				
5:10 ^{PM} - 5/16/2016 17:10:33	80885.2	5.9				
5/16/2016 18:10:33	80924.1	38.9				
5/16/2016 19:10:33	81065.2	141.1				
5/16/2016 20:10:33	81187.1	121.9				
5/16/2016 21:10:33	81309.8	122.7				
5/16/2016 22:10:33	81433.3	123.5				
5/16/2016 23:10:33	81557.2	123.9				
5/17/2016 00:10:33	81681.2	124.0				
5/17/2016 01:10:33	81805.3	124.1				
5/17/2016 02:10:33	81929.6	124.3				
5/17/2016 03:10:33	82054.0	124.4				
5/17/2016 04:10:33	82181.3	127.3				
5/17/2016 05:10:33	82304.9	123.6				
5/17/2016 06:10:33	82428.3	123.4				
5/17/2016 07:10:33	82553.4	125.1				
5/17/2016 08:10:33	82679.4	126.0				
5/17/2016 09:10:33	82805.6	126.2				
5/17/2016 10:10:33	82932.9	127.3				
5/17/2016 11:10:33	83060.8	127.9				
5/17/2016 12:10:33	83189.5	128.7				
5/17/2016 13:10:33	83318.7	129.2				
5/17/2016 14:10:33	83448.5	129.8				

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N_SIGHT R900 Report
Data Logging Report Hourly

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

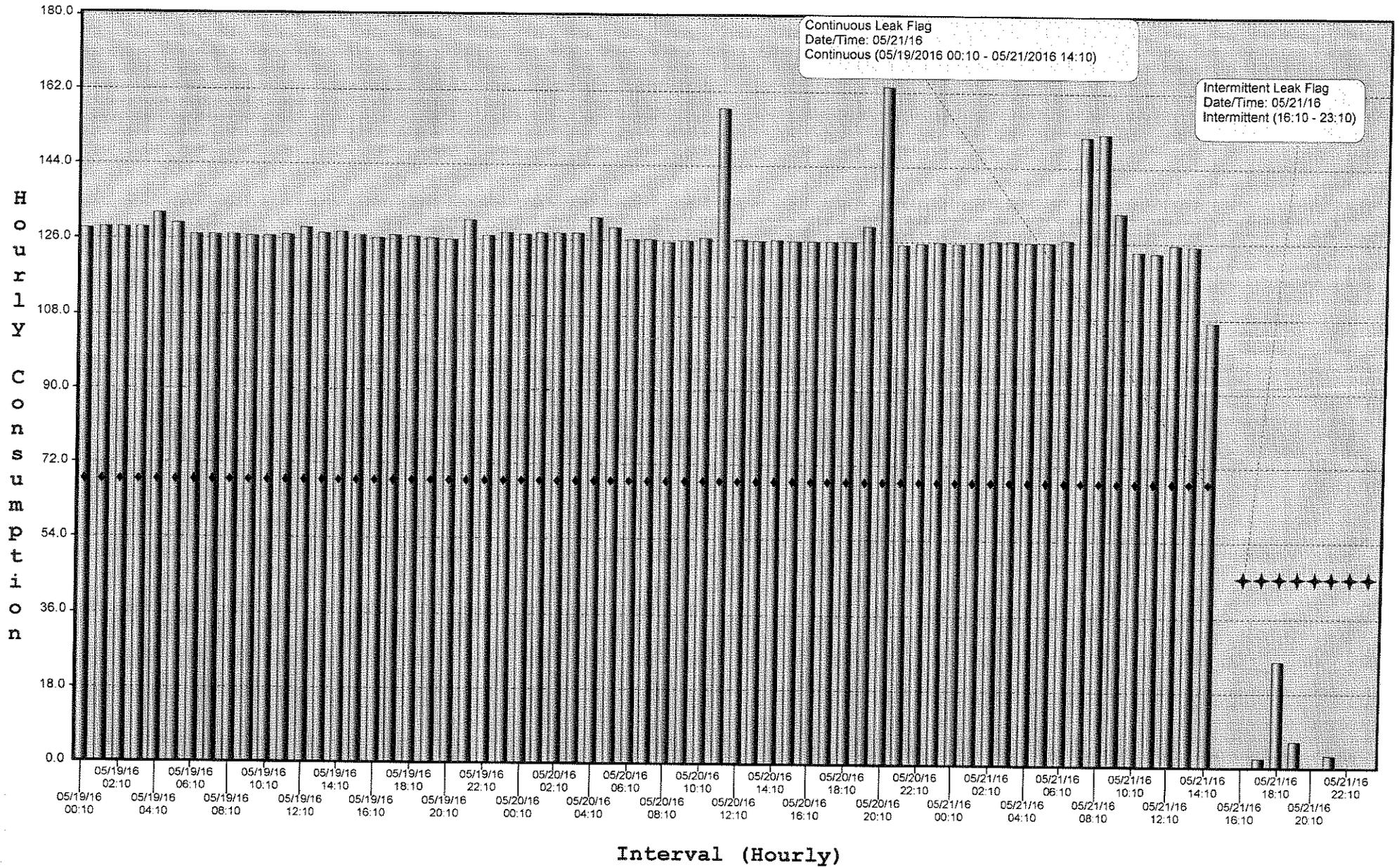
Interval Date Range: 05/16/2016 - 05/18/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/17/2016 15:10:33	83578.5	130.0			<input checked="" type="checkbox"/>	
5/17/2016 16:10:33	83708.0	129.5			<input checked="" type="checkbox"/>	
5/17/2016 17:10:33	83837.9	129.9			<input checked="" type="checkbox"/>	
5/17/2016 18:10:33	83986.8	148.9				<input checked="" type="checkbox"/>
5/17/2016 19:10:33	84116.5	129.7				<input checked="" type="checkbox"/>
5/17/2016 20:10:33	84264.3	147.8				<input checked="" type="checkbox"/>
5/17/2016 21:10:33	84392.8	128.5				<input checked="" type="checkbox"/>
5/17/2016 22:10:33	84522.7	129.9				<input checked="" type="checkbox"/>
5/17/2016 23:10:33	84653.0	130.3				<input checked="" type="checkbox"/>
5/18/2016 00:10:33	84783.1	130.1				<input checked="" type="checkbox"/>
5/18/2016 01:10:33	84913.6	130.5				<input checked="" type="checkbox"/>
5/18/2016 02:10:33	85044.0	130.4				<input checked="" type="checkbox"/>
5/18/2016 03:10:33	85174.4	130.4				<input checked="" type="checkbox"/>
5/18/2016 04:10:33	85308.2	133.8				<input checked="" type="checkbox"/>
5/18/2016 05:10:33	85461.5	153.3				<input checked="" type="checkbox"/>
5/18/2016 06:10:33	85590.2	128.7				<input checked="" type="checkbox"/>
5/18/2016 07:10:33	85719.1	128.9				<input checked="" type="checkbox"/>
5/18/2016 08:10:33	85848.4	129.3				<input checked="" type="checkbox"/>
5/18/2016 09:10:33	85977.5	129.1				<input checked="" type="checkbox"/>
5/18/2016 10:10:33	86103.9	126.4				<input checked="" type="checkbox"/>
5/18/2016 11:10:33	86228.9	125.0				<input checked="" type="checkbox"/>
5/18/2016 12:10:33	86355.3	126.4				<input checked="" type="checkbox"/>
5/18/2016 13:10:33	86483.6	128.3				<input checked="" type="checkbox"/>
5/18/2016 14:10:33	86611.5	127.9				<input checked="" type="checkbox"/>
5/18/2016 15:10:33	86738.8	127.3				<input checked="" type="checkbox"/>
5/18/2016 16:10:33	86865.9	127.1				<input checked="" type="checkbox"/>
5/18/2016 17:10:33	87086.9	221.0				<input checked="" type="checkbox"/>
5/18/2016 18:10:33	87228.2	141.3				<input checked="" type="checkbox"/>
5/18/2016 19:10:33	87392.2	164.0				<input checked="" type="checkbox"/>
5/18/2016 20:10:33	87518.8	126.6				<input checked="" type="checkbox"/>
5/18/2016 21:10:33	87646.3	127.5				<input checked="" type="checkbox"/>
5/18/2016 22:10:33	87774.3	128.0				<input checked="" type="checkbox"/>
5/18/2016 23:10:33	87902.6	128.3				<input checked="" type="checkbox"/>

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 05/19/2016 through 05/21/2016, WATER, 5/8" - 1" T-10, GALLONS

◆ Minor Reverse Flow Flag
★ Major Reverse Flow Flag
✦ Intermittent Leak Flag
◆ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 05/19/2016 - 05/21/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/19/2016 00:10:33	88030.7	128.1				<input checked="" type="checkbox"/>
5/19/2016 01:10:33	88159.2	128.5				<input checked="" type="checkbox"/>
5/19/2016 02:10:33	88287.7	128.5				<input checked="" type="checkbox"/>
5/19/2016 03:10:33	88416.2	128.5				<input checked="" type="checkbox"/>
5/19/2016 04:10:33	88547.9	131.7				<input checked="" type="checkbox"/>
5/19/2016 05:10:33	88677.2	129.3				<input checked="" type="checkbox"/>
5/19/2016 06:10:33	88803.9	126.7				<input checked="" type="checkbox"/>
5/19/2016 07:10:33	88930.6	126.7				<input checked="" type="checkbox"/>
5/19/2016 08:10:33	89057.4	126.8				<input checked="" type="checkbox"/>
5/19/2016 09:10:33	89183.9	126.5				<input checked="" type="checkbox"/>
5/19/2016 10:10:33	89310.3	126.4				<input checked="" type="checkbox"/>
5/19/2016 11:10:33	89436.9	126.6				<input checked="" type="checkbox"/>
5/19/2016 12:10:33	89565.2	128.3				<input checked="" type="checkbox"/>
5/19/2016 13:10:33	89692.3	127.1				<input checked="" type="checkbox"/>
5/19/2016 14:10:33	89819.8	127.5				<input checked="" type="checkbox"/>
5/19/2016 15:10:33	89946.4	126.6				<input checked="" type="checkbox"/>
5/19/2016 16:10:33	90072.6	126.2				<input checked="" type="checkbox"/>
5/19/2016 17:10:33	90199.4	126.8				<input checked="" type="checkbox"/>
5/19/2016 18:10:33	90325.8	126.4				<input checked="" type="checkbox"/>
5/19/2016 19:10:33	90451.8	126.0				<input checked="" type="checkbox"/>
5/19/2016 20:10:33	90577.5	125.7				<input checked="" type="checkbox"/>
5/19/2016 21:10:33	90707.9	130.4				<input checked="" type="checkbox"/>
5/19/2016 22:10:33	90834.7	126.8				<input checked="" type="checkbox"/>
5/19/2016 23:10:33	90962.0	127.3				<input checked="" type="checkbox"/>
5/20/2016 00:10:33	91089.0	127.0				<input checked="" type="checkbox"/>
5/20/2016 01:10:33	91216.4	127.4				<input checked="" type="checkbox"/>
5/20/2016 02:10:33	91343.9	127.5				<input checked="" type="checkbox"/>
5/20/2016 03:10:33	91471.3	127.4				<input checked="" type="checkbox"/>
5/20/2016 04:10:33	91602.3	131.0				<input checked="" type="checkbox"/>
5/20/2016 05:10:33	91731.0	128.7				<input checked="" type="checkbox"/>
5/20/2016 06:10:33	91857.0	126.0				<input checked="" type="checkbox"/>
5/20/2016 07:10:33	91983.1	126.1				<input checked="" type="checkbox"/>
5/20/2016 08:10:33	92108.5	125.4				<input checked="" type="checkbox"/>
5/20/2016 09:10:33	92234.2	125.7				<input checked="" type="checkbox"/>
5/20/2016 10:10:33	92360.6	126.4				<input checked="" type="checkbox"/>
5/20/2016 11:10:33	92518.1	157.5				<input checked="" type="checkbox"/>
5/20/2016 12:10:33	92644.0	125.9				<input checked="" type="checkbox"/>
5/20/2016 13:10:33	92769.7	125.7				<input checked="" type="checkbox"/>
5/20/2016 14:10:33	92895.8	126.1				<input checked="" type="checkbox"/>

N_SIGHT R900 Report
Data Logging Report Hourly

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 05/19/2016 - 05/21/2016

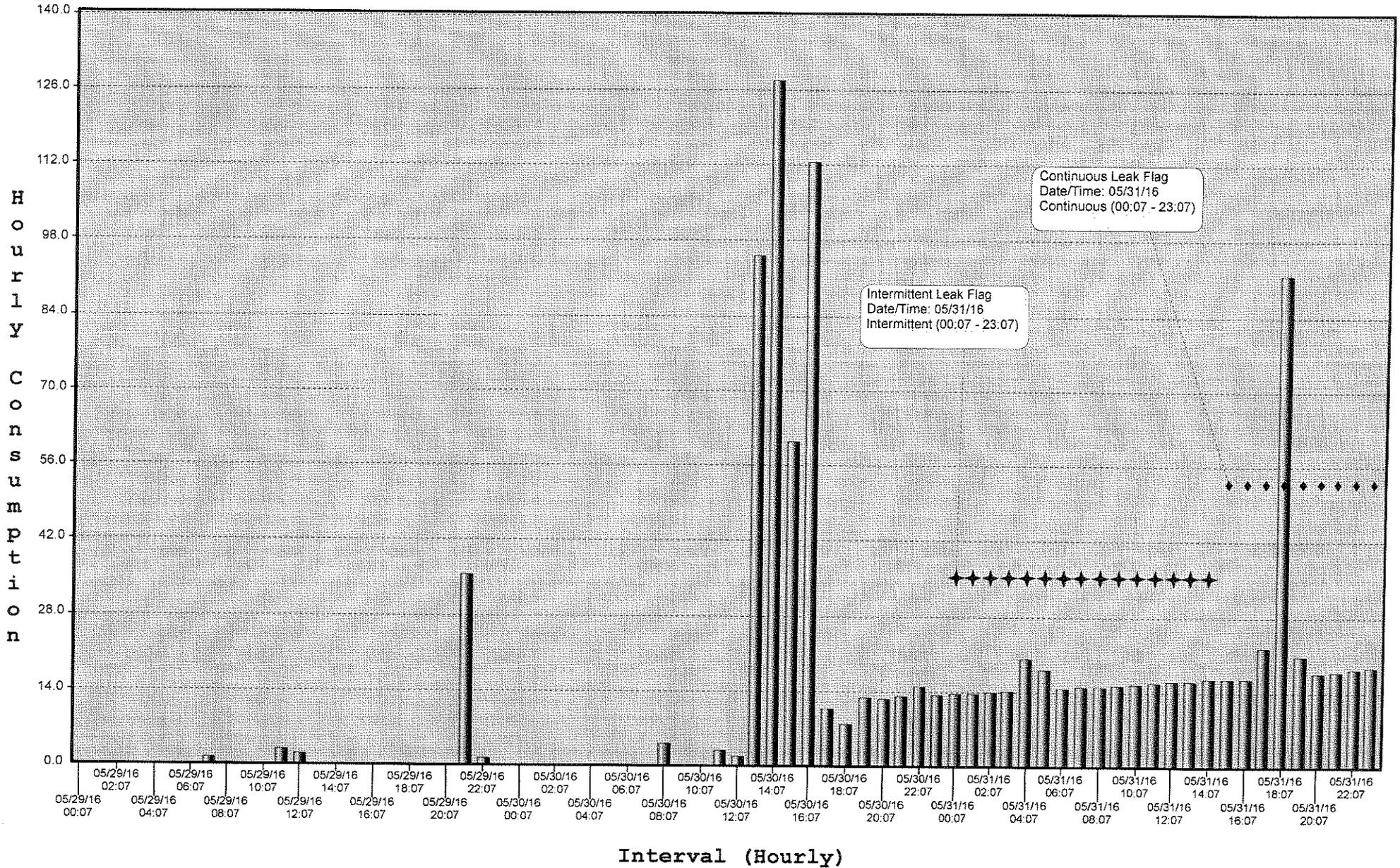
Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/20/2016 15:10:33	93021.5	125.7				<input checked="" type="checkbox"/>
5/20/2016 16:10:33	93147.3	125.8				<input checked="" type="checkbox"/>
5/20/2016 17:10:33	93273.0	125.7				<input checked="" type="checkbox"/>
5/20/2016 18:10:33	93398.6	125.6				<input checked="" type="checkbox"/>
5/20/2016 19:10:33	93528.0	129.4				<input checked="" type="checkbox"/>
5/20/2016 20:10:33	93690.8	162.8				<input checked="" type="checkbox"/>
5/20/2016 21:10:33	93815.7	124.9				<input checked="" type="checkbox"/>
5/20/2016 22:10:33	93941.0	125.3				<input checked="" type="checkbox"/>
5/20/2016 23:10:33	94066.6	125.6				<input checked="" type="checkbox"/>
5/21/2016 00:10:33	94192.0	125.4				<input checked="" type="checkbox"/>
5/21/2016 01:10:33	94317.8	125.8				<input checked="" type="checkbox"/>
5/21/2016 02:10:33	94443.7	125.9				<input checked="" type="checkbox"/>
5/21/2016 03:10:33	94569.6	125.9				<input checked="" type="checkbox"/>
5/21/2016 04:10:33	94695.4	125.8				<input checked="" type="checkbox"/>
5/21/2016 05:10:33	94821.0	125.6				<input checked="" type="checkbox"/>
5/21/2016 06:10:33	94947.5	126.5				<input checked="" type="checkbox"/>
5/21/2016 07:10:33	95098.4	150.9				<input checked="" type="checkbox"/>
5/21/2016 08:10:33	95250.2	151.8				<input checked="" type="checkbox"/>
5/21/2016 09:10:33	95383.1	132.9				<input checked="" type="checkbox"/>
5/21/2016 10:10:33	95506.9	123.8				<input checked="" type="checkbox"/>
5/21/2016 11:10:33	95630.3	123.4				<input checked="" type="checkbox"/>
5/21/2016 12:10:33	95755.8	125.5				<input checked="" type="checkbox"/>
5/21/2016 13:10:33	95881.0	125.2				<input checked="" type="checkbox"/>
5/21/2016 14:10:33	95988.0	107.0				<input checked="" type="checkbox"/>
5/21/2016 15:10:33	95988.0	0.0				
5/21/2016 16:10:33	95988.0	0.0			<input checked="" type="checkbox"/>	
5/21/2016 17:10:33	95990.5	2.5			<input checked="" type="checkbox"/>	
5/21/2016 18:10:33	96016.2	25.7			<input checked="" type="checkbox"/>	
5/21/2016 19:10:33	96022.6	6.4			<input checked="" type="checkbox"/>	
5/21/2016 20:10:33	96022.6	0.0			<input checked="" type="checkbox"/>	
5/21/2016 21:10:33	96025.8	3.2			<input checked="" type="checkbox"/>	
5/21/2016 22:10:33	96025.8	0.0			<input checked="" type="checkbox"/>	
5/21/2016 23:10:33	96025.8	0.0			<input checked="" type="checkbox"/>	

2:00 -

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 05/29/2016 through 05/31/2016, WATER, 5/8" - 1" T-10, GALLONS

● Minor Reverse Flow Flag
 * Major Reverse Flow Flag
 ✦ Intermittent Leak Flag
 ◆ Continuous Leak Flag



N_SIGHT R900 Report

Data Logging Report Hourly

MIU ID: 1852055642

Meter Combination: WATER, 5/8" - 1" T-10, GALLONS

Interval Date Range: 05/29/2016 - 05/31/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/29/2016 00:07:37	98631.7	0.1				
5/29/2016 01:07:37	98631.7	0.0				
5/29/2016 02:07:37	98631.7	0.0				
5/29/2016 03:07:37	98631.7	0.0				
5/29/2016 04:07:37	98631.7	0.0				
5/29/2016 05:07:37	98631.7	0.0				
5/29/2016 06:07:37	98631.7	0.0				
5/29/2016 07:07:37	98633.0	1.3				
5/29/2016 08:07:37	98633.0	0.0				
5/29/2016 09:07:37	98633.0	0.0				
5/29/2016 10:07:37	98633.0	0.0				
5/29/2016 11:07:37	98636.0	3.0				
5/29/2016 12:07:37	98638.0	2.0				
5/29/2016 13:07:37	98638.0	0.0				
5/29/2016 14:07:37	98638.0	0.0				
5/29/2016 15:07:37	98638.0	0.0				
5/29/2016 16:07:37	98638.0	0.0				
5/29/2016 17:07:37	98638.0	0.0				
5/29/2016 18:07:37	98638.0	0.0				
5/29/2016 19:07:37	98638.0	0.0				
5/29/2016 20:07:37	98638.0	0.0				
5/29/2016 21:07:37	98673.4	35.4				
5/29/2016 22:07:37	98674.6	1.2				
5/29/2016 23:07:37	98674.6	0.0				
5/30/2016 00:07:37	98674.6	0.0				
5/30/2016 01:07:37	98674.6	0.0				
5/30/2016 02:07:37	98674.6	0.0				
5/30/2016 03:07:37	98674.6	0.0				
5/30/2016 04:07:37	98674.6	0.0				
5/30/2016 05:07:37	98674.6	0.0				
5/30/2016 06:07:37	98674.6	0.0				
5/30/2016 07:07:37	98674.6	0.0				
5/30/2016 08:07:37	98678.9	4.3				
5/30/2016 09:07:37	98678.9	0.0				
5/30/2016 10:07:37	98678.9	0.0				
5/30/2016 11:07:37	98681.8	2.9				
5/30/2016 12:07:37	98683.6	1.8				
5/30/2016 13:07:37	98778.5	94.9				
5/30/2016 14:07:37	98906.0	127.5				

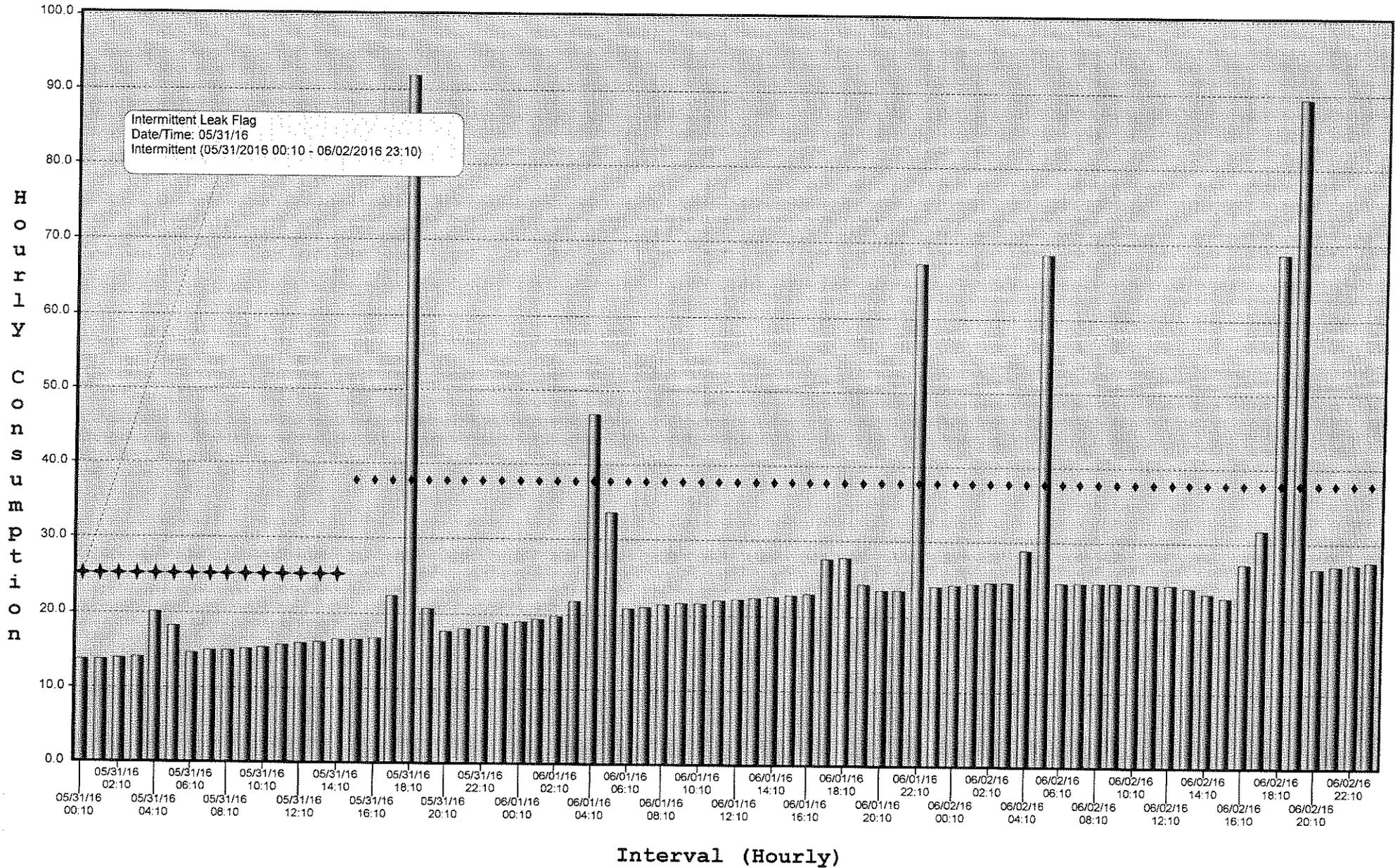
N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 05/29/2016 - 05/31/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/30/2016 15:07:37	98966.3	60.3				
5/30/2016 16:07:37	99078.5	112.2				
5/30/2016 17:07:37	99089.3	10.8				
5/30/2016 18:07:37	99097.1	7.8				
5/30/2016 19:07:37	99110.0	12.9				
5/30/2016 20:07:37	99122.7	12.7				
5/30/2016 21:07:37	99135.7	13.0				
5/30/2016 22:07:37	99150.7	15.0				
5/30/2016 23:07:37	99164.1	13.4				
5/31/2016 00:07:37	99177.7	13.6			<input checked="" type="checkbox"/>	
5/31/2016 01:07:37	99191.4	13.7			<input checked="" type="checkbox"/>	
5/31/2016 02:07:37	99205.2	13.8			<input checked="" type="checkbox"/>	
5/31/2016 03:07:37	99219.3	14.1			<input checked="" type="checkbox"/>	
5/31/2016 04:07:37	99239.4	20.1			<input checked="" type="checkbox"/>	
5/31/2016 05:07:37	99257.5	18.1			<input checked="" type="checkbox"/>	
5/31/2016 06:07:37	99272.2	14.7			<input checked="" type="checkbox"/>	
5/31/2016 07:07:37	99287.1	14.9			<input checked="" type="checkbox"/>	
5/31/2016 08:07:37	99302.1	15.0			<input checked="" type="checkbox"/>	
5/31/2016 09:07:37	99317.3	15.2			<input checked="" type="checkbox"/>	
5/31/2016 10:07:37	99332.7	15.4			<input checked="" type="checkbox"/>	
5/31/2016 11:07:37	99348.5	15.8			<input checked="" type="checkbox"/>	
5/31/2016 12:07:37	99364.4	15.9			<input checked="" type="checkbox"/>	
5/31/2016 13:07:37	99380.5	16.1			<input checked="" type="checkbox"/>	
5/31/2016 14:07:37	99397.0	16.5			<input checked="" type="checkbox"/>	
5/31/2016 15:07:37	99413.5	16.5				<input checked="" type="checkbox"/>
5/31/2016 16:07:37	99430.1	16.6				<input checked="" type="checkbox"/>
5/31/2016 17:07:37	99452.3	22.2				<input checked="" type="checkbox"/>
5/31/2016 18:07:37	99543.9	91.6				<input checked="" type="checkbox"/>
5/31/2016 19:07:37	99564.5	20.6				<input checked="" type="checkbox"/>
5/31/2016 20:07:37	99582.1	17.6				<input checked="" type="checkbox"/>
5/31/2016 21:07:37	99600.0	17.9				<input checked="" type="checkbox"/>
5/31/2016 22:07:37	99618.4	18.4				<input checked="" type="checkbox"/>
5/31/2016 23:07:37	99637.1	18.7				<input checked="" type="checkbox"/>

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 05/31/2016 through 06/02/2016, WATER, 5/8" - 1" T-10, GALLONS

◆ Minor Reverse Flow Flag
✱ Major Reverse Flow Flag
✦ Intermittent Leak Flag
◆ Continuous Leak Flag



Intermittent Leak Flag
Date/Time: 05/31/16
Intermittent (05/31/2016 00:10 - 06/02/2016 23:10)

N_SIGHT R900 Report
Data Logging Report Hourly

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 05/31/2016 - 06/02/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
5/31/2016 00:10:33	99177.7	13.6			<input checked="" type="checkbox"/>	
5/31/2016 01:10:33	99191.4	13.7			<input checked="" type="checkbox"/>	
5/31/2016 02:10:33	99205.2	13.8			<input checked="" type="checkbox"/>	
5/31/2016 03:10:33	99219.3	14.1			<input checked="" type="checkbox"/>	
5/31/2016 04:10:33	99239.4	20.1			<input checked="" type="checkbox"/>	
5/31/2016 05:10:33	99257.5	18.1			<input checked="" type="checkbox"/>	
5/31/2016 06:10:33	99272.2	14.7			<input checked="" type="checkbox"/>	
5/31/2016 07:10:33	99287.1	14.9			<input checked="" type="checkbox"/>	
5/31/2016 08:10:33	99302.1	15.0			<input checked="" type="checkbox"/>	
5/31/2016 09:10:33	99317.3	15.2			<input checked="" type="checkbox"/>	
5/31/2016 10:10:33	99332.7	15.4			<input checked="" type="checkbox"/>	
5/31/2016 11:10:33	99348.5	15.8			<input checked="" type="checkbox"/>	
5/31/2016 12:10:33	99364.4	15.9			<input checked="" type="checkbox"/>	
5/31/2016 13:10:33	99380.5	16.1			<input checked="" type="checkbox"/>	
5/31/2016 14:10:33	99397.0	16.5			<input checked="" type="checkbox"/>	
5/31/2016 15:10:33	99413.5	16.5				<input checked="" type="checkbox"/>
5/31/2016 16:10:33	99430.1	16.6				<input checked="" type="checkbox"/>
5/31/2016 17:10:33	99452.3	22.2				<input checked="" type="checkbox"/>
5/31/2016 18:10:33	99543.9	91.6				<input checked="" type="checkbox"/>
5/31/2016 19:10:33	99564.5	20.6				<input checked="" type="checkbox"/>
5/31/2016 20:10:33	99582.1	17.6				<input checked="" type="checkbox"/>
5/31/2016 21:10:33	99600.0	17.9				<input checked="" type="checkbox"/>
5/31/2016 22:10:33	99618.4	18.4				<input checked="" type="checkbox"/>
5/31/2016 23:10:33	99637.1	18.7				<input checked="" type="checkbox"/>
6/1/2016 00:10:33	99656.1	19.0				<input checked="" type="checkbox"/>
6/1/2016 01:10:33	99675.4	19.3				<input checked="" type="checkbox"/>
6/1/2016 02:10:33	99695.0	19.6				<input checked="" type="checkbox"/>
6/1/2016 03:10:33	99716.8	21.8				<input checked="" type="checkbox"/>
6/1/2016 04:10:33	99763.4	46.6				<input checked="" type="checkbox"/>
6/1/2016 05:10:33	99796.9	33.5				<input checked="" type="checkbox"/>
6/1/2016 06:10:33	99817.6	20.7				<input checked="" type="checkbox"/>
6/1/2016 07:10:33	99838.5	20.9				<input checked="" type="checkbox"/>
6/1/2016 08:10:33	99859.8	21.3				<input checked="" type="checkbox"/>
6/1/2016 09:10:33	99881.4	21.6				<input checked="" type="checkbox"/>
6/1/2016 10:10:33	99903.0	21.6				<input checked="" type="checkbox"/>
6/1/2016 11:10:33	99924.9	21.9				<input checked="" type="checkbox"/>
6/1/2016 12:10:33	99947.0	22.1				<input checked="" type="checkbox"/>
6/1/2016 13:10:33	99969.2	22.2				<input checked="" type="checkbox"/>
6/1/2016 14:10:33	99991.7	22.5				<input checked="" type="checkbox"/>

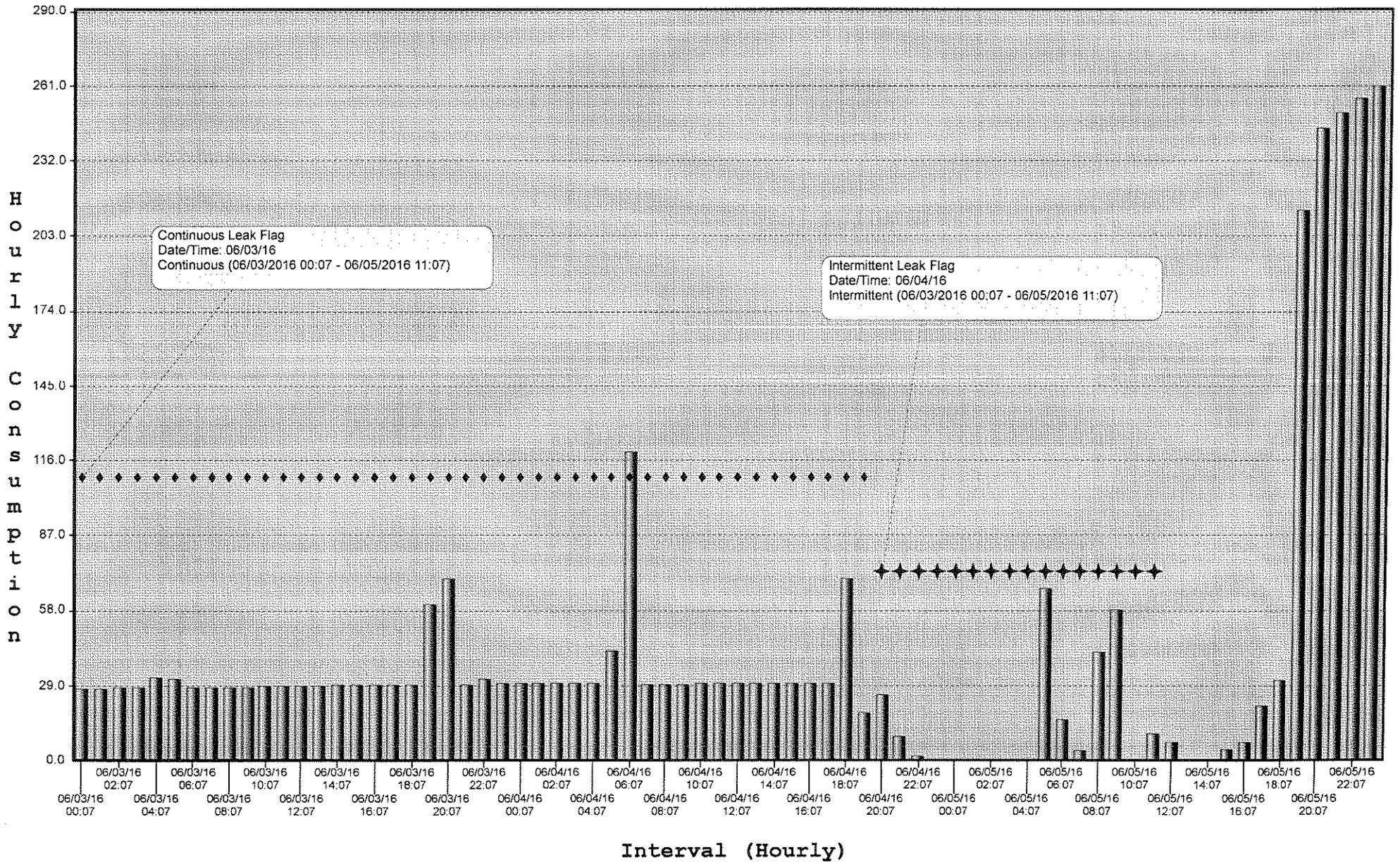
N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 05/31/2016 - 06/02/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/1/2016 15:10:33	100014.3	22.6				<input checked="" type="checkbox"/>
6/1/2016 16:10:33	100037.2	22.9				<input checked="" type="checkbox"/>
6/1/2016 17:10:33	100064.7	27.5				<input checked="" type="checkbox"/>
6/1/2016 18:10:33	100092.5	27.8				<input checked="" type="checkbox"/>
6/1/2016 19:10:33	100116.6	24.1				<input checked="" type="checkbox"/>
6/1/2016 20:10:33	100140.0	23.4				<input checked="" type="checkbox"/>
6/1/2016 21:10:33	100163.5	23.5				<input checked="" type="checkbox"/>
6/1/2016 22:10:33	100230.5	67.0				<input checked="" type="checkbox"/>
6/1/2016 23:10:33	100254.5	24.0				<input checked="" type="checkbox"/>
6/2/2016 00:10:33	100278.7	24.2				<input checked="" type="checkbox"/>
6/2/2016 01:10:33	100303.1	24.4				<input checked="" type="checkbox"/>
6/2/2016 02:10:33	100327.6	24.5				<input checked="" type="checkbox"/>
6/2/2016 03:10:33	100352.2	24.6				<input checked="" type="checkbox"/>
6/2/2016 04:10:33	100381.0	28.8				<input checked="" type="checkbox"/>
6/2/2016 05:10:33	100449.4	68.4				<input checked="" type="checkbox"/>
6/2/2016 06:10:33	100473.9	24.5				<input checked="" type="checkbox"/>
6/2/2016 07:10:33	100498.4	24.5				<input checked="" type="checkbox"/>
6/2/2016 08:10:33	100522.9	24.5				<input checked="" type="checkbox"/>
6/2/2016 09:10:33	100547.5	24.6				<input checked="" type="checkbox"/>
6/2/2016 10:10:33	100572.0	24.5				<input checked="" type="checkbox"/>
6/2/2016 11:10:33	100596.3	24.3				<input checked="" type="checkbox"/>
6/2/2016 12:10:33	100620.6	24.3				<input checked="" type="checkbox"/>
6/2/2016 13:10:33	100644.5	23.9				<input checked="" type="checkbox"/>
6/2/2016 14:10:33	100667.8	23.3				<input checked="" type="checkbox"/>
6/2/2016 15:10:33	100690.4	22.6				<input checked="" type="checkbox"/>
6/2/2016 16:10:33	100717.5	27.1				<input checked="" type="checkbox"/>
6/2/2016 17:10:33	100749.1	31.6				<input checked="" type="checkbox"/>
6/2/2016 18:10:33	100817.7	68.6				<input checked="" type="checkbox"/>
6/2/2016 19:10:33	100906.9	89.2				<input checked="" type="checkbox"/>
6/2/2016 20:10:33	100933.5	26.6				<input checked="" type="checkbox"/>
6/2/2016 21:10:33	100960.4	26.9				<input checked="" type="checkbox"/>
6/2/2016 22:10:33	100987.6	27.2				<input checked="" type="checkbox"/>
6/2/2016 23:10:33	101015.1	27.5				<input checked="" type="checkbox"/>

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 06/03/2016 through 06/05/2016, WATER, 5/8" - 1" T-10, GALLONS

● Minor Reverse Flow Flag
* Major Reverse Flow Flag
✦ Intermittent Leak Flag
◆ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 06/03/2016 - 06/05/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/3/2016 00:07:37	101042.8	27.7				<input checked="" type="checkbox"/>
6/3/2016 01:07:37	101070.6	27.8				<input checked="" type="checkbox"/>
6/3/2016 02:07:37	101098.7	28.1				<input checked="" type="checkbox"/>
6/3/2016 03:07:37	101126.9	28.2				<input checked="" type="checkbox"/>
6/3/2016 04:07:37	101158.7	31.8				<input checked="" type="checkbox"/>
6/3/2016 05:07:37	101190.1	31.4				<input checked="" type="checkbox"/>
6/3/2016 06:07:37	101218.2	28.1				<input checked="" type="checkbox"/>
6/3/2016 07:07:37	101246.6	28.4				<input checked="" type="checkbox"/>
6/3/2016 08:07:37	101275.1	28.5				<input checked="" type="checkbox"/>
6/3/2016 09:07:37	101303.4	28.3				<input checked="" type="checkbox"/>
6/3/2016 10:07:37	101332.0	28.6				<input checked="" type="checkbox"/>
6/3/2016 11:07:37	101360.6	28.6				<input checked="" type="checkbox"/>
6/3/2016 12:07:37	101389.6	29.0				<input checked="" type="checkbox"/>
6/3/2016 13:07:37	101418.4	28.8				<input checked="" type="checkbox"/>
6/3/2016 14:07:37	101447.6	29.2				<input checked="" type="checkbox"/>
6/3/2016 15:07:37	101476.7	29.1				<input checked="" type="checkbox"/>
6/3/2016 16:07:37	101505.9	29.2				<input checked="" type="checkbox"/>
6/3/2016 17:07:37	101535.1	29.2				<input checked="" type="checkbox"/>
6/3/2016 18:07:37	101564.4	29.3				<input checked="" type="checkbox"/>
6/3/2016 19:07:37	101624.7	60.3				<input checked="" type="checkbox"/>
6/3/2016 20:07:37	101694.6	69.9				<input checked="" type="checkbox"/>
6/3/2016 21:07:37	101723.9	29.3				<input checked="" type="checkbox"/>
6/3/2016 22:07:37	101755.3	31.4				<input checked="" type="checkbox"/>
6/3/2016 23:07:37	101785.0	29.7				<input checked="" type="checkbox"/>
6/4/2016 00:07:37	101814.8	29.8				<input checked="" type="checkbox"/>
6/4/2016 01:07:37	101844.6	29.8				<input checked="" type="checkbox"/>
6/4/2016 02:07:37	101874.5	29.9				<input checked="" type="checkbox"/>
6/4/2016 03:07:37	101904.5	30.0				<input checked="" type="checkbox"/>
6/4/2016 04:07:37	101934.5	30.0				<input checked="" type="checkbox"/>
6/4/2016 05:07:37	101977.0	42.5				<input checked="" type="checkbox"/>
6/4/2016 06:07:37	102096.0	119.0				<input checked="" type="checkbox"/>
6/4/2016 07:07:37	102125.5	29.5				<input checked="" type="checkbox"/>
6/4/2016 08:07:37	102155.0	29.5				<input checked="" type="checkbox"/>
6/4/2016 09:07:37	102184.5	29.5				<input checked="" type="checkbox"/>
6/4/2016 10:07:37	102214.1	29.6				<input checked="" type="checkbox"/>
6/4/2016 11:07:37	102243.9	29.8				<input checked="" type="checkbox"/>
6/4/2016 12:07:37	102273.6	29.7				<input checked="" type="checkbox"/>
6/4/2016 13:07:37	102303.3	29.7				<input checked="" type="checkbox"/>
6/4/2016 14:07:37	102333.0	29.7				<input checked="" type="checkbox"/>

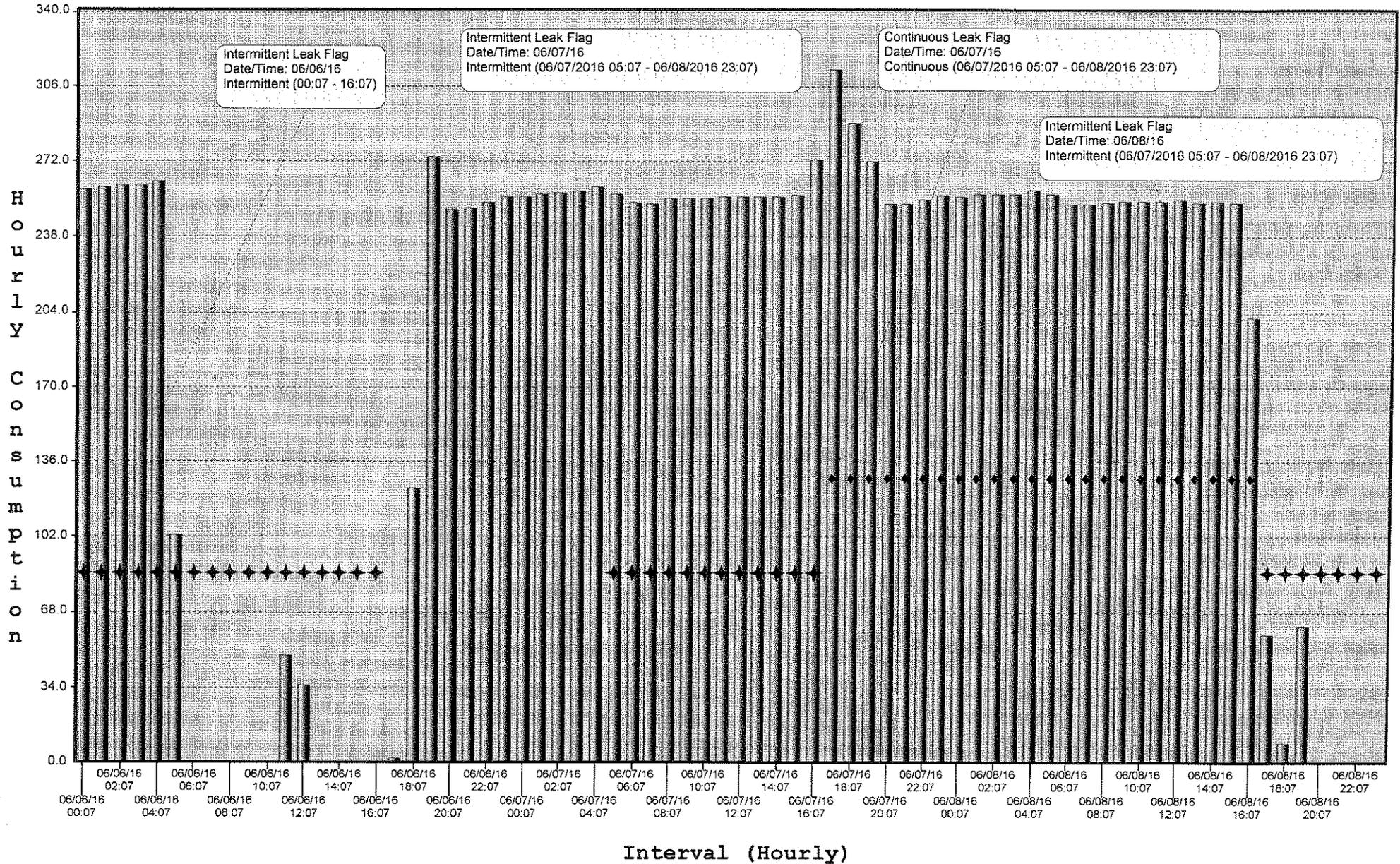
N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 06/03/2016 - 06/05/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/4/2016 15:07:37	102362.7	29.7				<input checked="" type="checkbox"/>
6/4/2016 16:07:37	102392.4	29.7				<input checked="" type="checkbox"/>
6/4/2016 17:07:37	102422.0	29.6				<input checked="" type="checkbox"/>
6/4/2016 18:07:37	102491.9	69.9				<input checked="" type="checkbox"/>
6/4/2016 19:07:37	102510.5	18.6				<input checked="" type="checkbox"/>
6/4/2016 20:07:37	102535.9	25.4			<input checked="" type="checkbox"/>	
6/4/2016 21:07:37	102545.2	9.3			<input checked="" type="checkbox"/>	
6/4/2016 22:07:37	102546.8	1.6			<input checked="" type="checkbox"/>	
6/4/2016 23:07:37	102546.8	0.0			<input checked="" type="checkbox"/>	
6/5/2016 00:07:37	102546.8	0.0			<input checked="" type="checkbox"/>	
6/5/2016 01:07:37	102546.9	0.1			<input checked="" type="checkbox"/>	
6/5/2016 02:07:37	102546.9	0.0			<input checked="" type="checkbox"/>	
6/5/2016 03:07:37	102546.9	0.0			<input checked="" type="checkbox"/>	
6/5/2016 04:07:37	102546.9	0.0			<input checked="" type="checkbox"/>	
6/5/2016 05:07:37	102613.1	66.2			<input checked="" type="checkbox"/>	
6/5/2016 06:07:37	102628.8	15.7			<input checked="" type="checkbox"/>	
6/5/2016 07:07:37	102632.4	3.6			<input checked="" type="checkbox"/>	
6/5/2016 08:07:37	102674.0	41.6			<input checked="" type="checkbox"/>	
6/5/2016 09:07:37	102732.1	58.1			<input checked="" type="checkbox"/>	
6/5/2016 10:07:37	102732.1	0.0			<input checked="" type="checkbox"/>	
6/5/2016 11:07:37	102742.4	10.3			<input checked="" type="checkbox"/>	
6/5/2016 12:07:37	102749.3	6.9			<input checked="" type="checkbox"/>	
6/5/2016 13:07:37	102749.3	0.0			<input checked="" type="checkbox"/>	
6/5/2016 14:07:37	102749.4	0.1			<input checked="" type="checkbox"/>	
6/5/2016 15:07:37	102753.5	4.1			<input checked="" type="checkbox"/>	
6/5/2016 16:07:37	102760.8	7.3			<input checked="" type="checkbox"/>	
6/5/2016 17:07:37	102782.2	21.4			<input checked="" type="checkbox"/>	
6/5/2016 18:07:37	102813.1	30.9			<input checked="" type="checkbox"/>	
6/5/2016 19:07:37	103025.4	212.3			<input checked="" type="checkbox"/>	
6/5/2016 20:07:37	103269.1	243.7			<input checked="" type="checkbox"/>	
6/5/2016 21:07:37	103519.0	249.9			<input checked="" type="checkbox"/>	
6/5/2016 22:07:37	103774.4	255.4			<input checked="" type="checkbox"/>	
6/5/2016 23:07:37	104034.5	260.1			<input checked="" type="checkbox"/>	

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 06/06/2016 through 06/08/2016, WATER, 5/8" - 1" T-10, GALLONS

⬇ Minor Reverse Flow Flag
* Major Reverse Flow Flag
✦ Intermittent Leak Flag
◆ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Hourly
MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 06/06/2016 - 06/08/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/6/2016 00:07:37	104292.8	258.3			<input checked="" type="checkbox"/>	
6/6/2016 01:07:37	104552.8	260.0			<input checked="" type="checkbox"/>	
6/6/2016 02:07:37	104813.3	260.5			<input checked="" type="checkbox"/>	
6/6/2016 03:07:37	105073.6	260.3			<input checked="" type="checkbox"/>	
6/6/2016 04:07:37	105335.8	262.2			<input checked="" type="checkbox"/>	
6/6/2016 05:07:37	105438.5	102.7			<input checked="" type="checkbox"/>	
6/6/2016 06:07:37	105438.5	0.0			<input checked="" type="checkbox"/>	
6/6/2016 07:07:37	105438.5	0.0			<input checked="" type="checkbox"/>	
6/6/2016 08:07:37	105438.5	0.0			<input checked="" type="checkbox"/>	
6/6/2016 09:07:37	105438.5	0.0			<input checked="" type="checkbox"/>	
6/6/2016 10:07:37	105438.5	0.0			<input checked="" type="checkbox"/>	
6/6/2016 11:07:37	105486.8	48.3			<input checked="" type="checkbox"/>	
6/6/2016 12:07:37	105521.9	35.1			<input checked="" type="checkbox"/>	
6/6/2016 13:07:37	105521.9	0.0			<input checked="" type="checkbox"/>	
6/6/2016 14:07:37	105521.9	0.0			<input checked="" type="checkbox"/>	
6/6/2016 15:07:37	105521.9	0.0			<input checked="" type="checkbox"/>	
6/6/2016 16:07:37	105521.9	0.0			<input checked="" type="checkbox"/>	
6/6/2016 17:07:37	105523.5	1.6				
6/6/2016 18:07:37	105647.0	123.5				
6/6/2016 19:07:37	105920.1	273.1				
6/6/2016 20:07:37	106169.4	249.3				
6/6/2016 21:07:37	106419.4	250.0				
6/6/2016 22:07:37	106672.2	252.8				
6/6/2016 23:07:37	106927.8	255.6				
6/7/2016 00:07:37	107183.1	255.3				
6/7/2016 01:07:37	107440.0	256.9				
6/7/2016 02:07:37	107697.2	257.2				
6/7/2016 03:07:37	107954.8	257.6				
6/7/2016 04:07:37	108214.5	259.7				
6/7/2016 05:07:37	108470.8	256.3			<input checked="" type="checkbox"/>	
6/7/2016 06:07:37	108723.7	252.9			<input checked="" type="checkbox"/>	
6/7/2016 07:07:37	108975.6	251.9			<input checked="" type="checkbox"/>	
6/7/2016 08:07:37	109230.3	254.7			<input checked="" type="checkbox"/>	
6/7/2016 09:07:37	109484.8	254.5			<input checked="" type="checkbox"/>	
6/7/2016 10:07:37	109739.3	254.5			<input checked="" type="checkbox"/>	
6/7/2016 11:07:37	109994.5	255.2			<input checked="" type="checkbox"/>	
6/7/2016 12:07:37	110249.9	255.4			<input checked="" type="checkbox"/>	
6/7/2016 13:07:37	110505.3	255.4			<input checked="" type="checkbox"/>	
6/7/2016 14:07:37	110760.9	255.6			<input checked="" type="checkbox"/>	

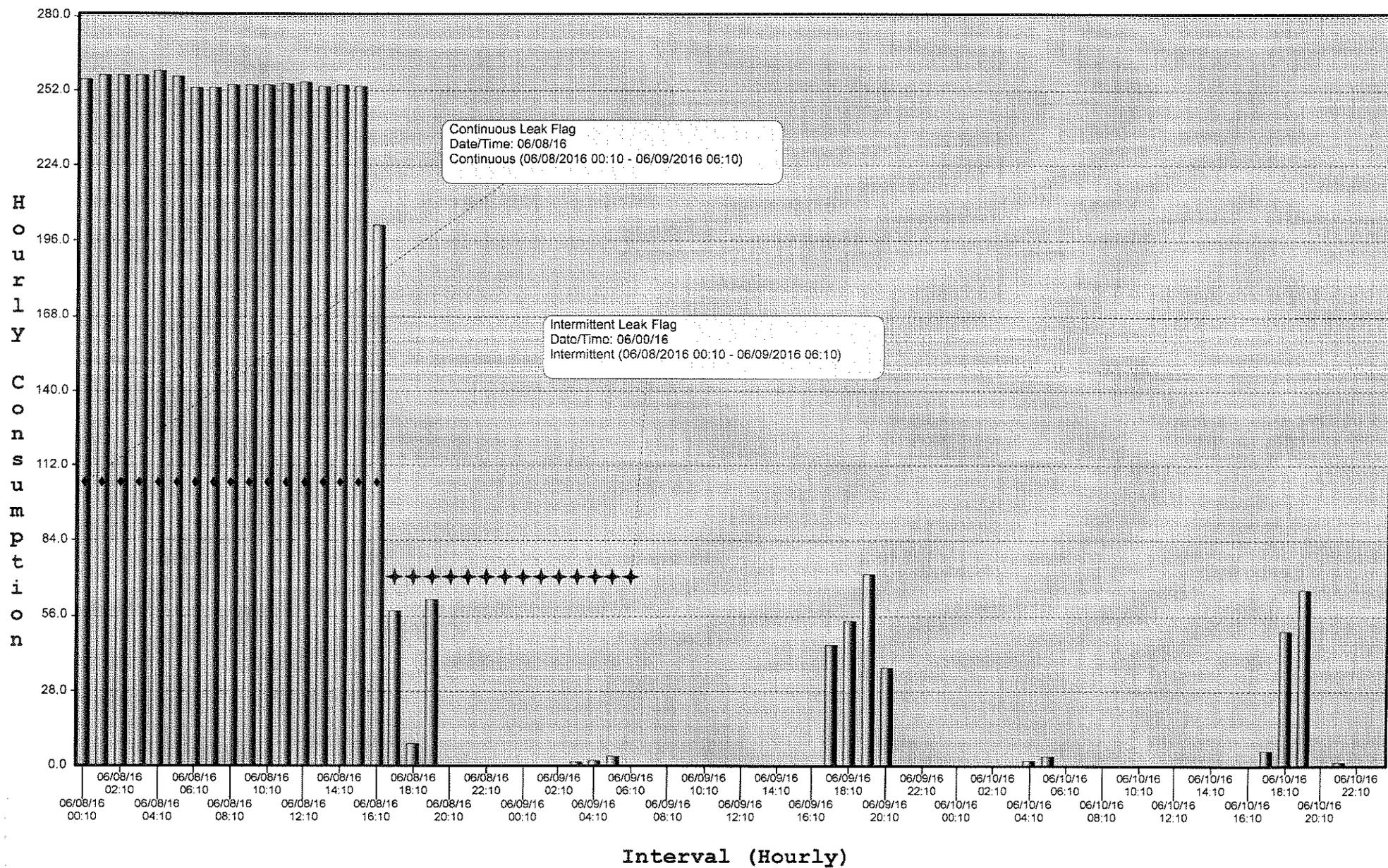
N_SIGHT R900 Report
Data Logging Report Hourly
 MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
 Interval Date Range: 06/06/2016 - 06/08/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/7/2016 15:07:37	111016.9	256.0			<input checked="" type="checkbox"/>	
6/7/2016 16:07:37	111288.9	272.0			<input checked="" type="checkbox"/>	
6/7/2016 17:07:37	111601.7	312.8				<input checked="" type="checkbox"/>
6/7/2016 18:07:37	111890.3	288.6				<input checked="" type="checkbox"/>
6/7/2016 19:07:37	112161.7	271.4				<input checked="" type="checkbox"/>
6/7/2016 20:07:37	112413.7	252.0				<input checked="" type="checkbox"/>
6/7/2016 21:07:37	112666.1	252.4				<input checked="" type="checkbox"/>
6/7/2016 22:07:37	112919.9	253.8				<input checked="" type="checkbox"/>
6/7/2016 23:07:37	113175.6	255.7				<input checked="" type="checkbox"/>
6/8/2016 00:07:37	113431.1	255.5				<input checked="" type="checkbox"/>
6/8/2016 01:07:37	113687.8	256.7				<input checked="" type="checkbox"/>
6/8/2016 02:07:37	113944.6	256.8				<input checked="" type="checkbox"/>
6/8/2016 03:07:37	114201.5	256.9				<input checked="" type="checkbox"/>
6/8/2016 04:07:37	114460.1	258.6				<input checked="" type="checkbox"/>
6/8/2016 05:07:37	114716.6	256.5				<input checked="" type="checkbox"/>
6/8/2016 06:07:37	114968.6	252.0				<input checked="" type="checkbox"/>
6/8/2016 07:07:37	115220.9	252.3				<input checked="" type="checkbox"/>
6/8/2016 08:07:37	115473.9	253.0				<input checked="" type="checkbox"/>
6/8/2016 09:07:37	115727.0	253.1				<input checked="" type="checkbox"/>
6/8/2016 10:07:37	115980.1	253.1				<input checked="" type="checkbox"/>
6/8/2016 11:07:37	116233.7	253.6				<input checked="" type="checkbox"/>
6/8/2016 12:07:37	116487.9	254.2				<input checked="" type="checkbox"/>
6/8/2016 13:07:37	116740.4	252.5				<input checked="" type="checkbox"/>
6/8/2016 14:07:37	116993.7	253.3				<input checked="" type="checkbox"/>
6/8/2016 15:07:37	117246.4	252.7				<input checked="" type="checkbox"/>
6/8/2016 16:07:37	117447.8	201.4				<input checked="" type="checkbox"/>
6/8/2016 17:07:37	117505.6	57.8			<input checked="" type="checkbox"/>	
6/8/2016 18:07:37	117514.2	8.6			<input checked="" type="checkbox"/>	
6/8/2016 19:07:37	117576.0	61.8			<input checked="" type="checkbox"/>	
6/8/2016 20:07:37	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 21:07:37	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 22:07:37	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 23:07:37	117576.0	0.0			<input checked="" type="checkbox"/>	

N_SIGHT R900 Report
E-Coder R900i Data Logging Report

MIU#: 1852055642 for 06/08/2016 through 06/10/2016, WATER, 5/8" - 1" T-10, GALLONS

◆ Minor Reverse Flow Flag
* Major Reverse Flow Flag
✦ Intermittent Leak Flag
◇ Continuous Leak Flag



N_SIGHT R900 Report
Data Logging Report Hourly

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 06/08/2016 - 06/10/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/8/2016 00:10:33	113431.1	255.5				<input checked="" type="checkbox"/>
6/8/2016 01:10:33	113687.8	256.7				<input checked="" type="checkbox"/>
6/8/2016 02:10:33	113944.6	256.8				<input checked="" type="checkbox"/>
6/8/2016 03:10:33	114201.5	256.9				<input checked="" type="checkbox"/>
6/8/2016 04:10:33	114460.1	258.6				<input checked="" type="checkbox"/>
6/8/2016 05:10:33	114716.6	256.5				<input checked="" type="checkbox"/>
6/8/2016 06:10:33	114968.6	252.0				<input checked="" type="checkbox"/>
6/8/2016 07:10:33	115220.9	252.3				<input checked="" type="checkbox"/>
6/8/2016 08:10:33	115473.9	253.0				<input checked="" type="checkbox"/>
6/8/2016 09:10:33	115727.0	253.1				<input checked="" type="checkbox"/>
6/8/2016 10:10:33	115980.1	253.1				<input checked="" type="checkbox"/>
6/8/2016 11:10:33	116233.7	253.6				<input checked="" type="checkbox"/>
6/8/2016 12:10:33	116487.9	254.2				<input checked="" type="checkbox"/>
6/8/2016 13:10:33	116740.4	252.5				<input checked="" type="checkbox"/>
6/8/2016 14:10:33	116993.7	253.3				<input checked="" type="checkbox"/>
6/8/2016 15:10:33	117246.4	252.7				<input checked="" type="checkbox"/>
6/8/2016 16:10:33	117447.8	201.4				<input checked="" type="checkbox"/>
6/8/2016 17:10:33	117505.6	57.8			<input checked="" type="checkbox"/>	
6/8/2016 18:10:33	117514.2	8.6			<input checked="" type="checkbox"/>	
6/8/2016 19:10:33	117576.0	61.8			<input checked="" type="checkbox"/>	
6/8/2016 20:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 21:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 22:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/8/2016 23:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/9/2016 00:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/9/2016 01:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/9/2016 02:10:33	117576.0	0.0			<input checked="" type="checkbox"/>	
6/9/2016 03:10:33	117577.4	1.4			<input checked="" type="checkbox"/>	
6/9/2016 04:10:33	117579.7	2.3			<input checked="" type="checkbox"/>	
6/9/2016 05:10:33	117583.6	3.9			<input checked="" type="checkbox"/>	
6/9/2016 06:10:33	117583.6	0.0			<input checked="" type="checkbox"/>	
6/9/2016 07:10:33	117583.6	0.0				
6/9/2016 08:10:33	117583.6	0.0				
6/9/2016 09:10:33	117583.6	0.0				
6/9/2016 10:10:33	117583.6	0.0				
6/9/2016 11:10:33	117583.6	0.0				
6/9/2016 12:10:33	117583.6	0.0				
6/9/2016 13:10:33	117583.6	0.0				
6/9/2016 14:10:33	117583.6	0.0				

*All time intervals are represented in standard time.

N_SIGHT R900 Report
Data Logging Report Hourly

MIU ID: 1852055642 Meter Combination: WATER, 5/8" - 1" T-10, GALLONS
Interval Date Range: 06/08/2016 - 06/10/2016

Interval Read Date	Interval Reading	Interval Consumption	Minor Backflow	Major Backflow	Intermittent Leak	Continuous Leak
6/9/2016 15:10:33	117583.6	0.0				
6/9/2016 16:10:33	117583.6	0.0				
6/9/2016 17:10:33	117628.7	45.1				
6/9/2016 18:10:33	117682.8	54.1				
6/9/2016 19:10:33	117753.9	71.1				
6/9/2016 20:10:33	117790.6	36.7				
6/9/2016 21:10:33	117790.6	0.0				
6/9/2016 22:10:33	117790.6	0.0				
6/9/2016 23:10:33	117790.6	0.0				
6/10/2016 00:10:33	117790.6	0.0				
6/10/2016 01:10:33	117790.6	0.0				
6/10/2016 02:10:33	117790.6	0.0				
6/10/2016 03:10:33	117790.6	0.0				
6/10/2016 04:10:33	117792.7	2.1				
6/10/2016 05:10:33	117796.4	3.7				
6/10/2016 06:10:33	117796.4	0.0				
6/10/2016 07:10:33	117796.4	0.0				
6/10/2016 08:10:33	117796.4	0.0				
6/10/2016 09:10:33	117796.4	0.0				
6/10/2016 10:10:33	117796.4	0.0				
6/10/2016 11:10:33	117796.4	0.0				
6/10/2016 12:10:33	117796.4	0.0				
6/10/2016 13:10:33	117796.4	0.0				
6/10/2016 14:10:33	117796.5	0.1				
6/10/2016 15:10:33	117796.5	0.0				
6/10/2016 16:10:33	117796.5	0.0				
6/10/2016 17:10:33	117802.3	5.8				
6/10/2016 18:10:33	117852.8	50.5				
6/10/2016 19:10:33	117918.2	65.4				
6/10/2016 20:10:33	117918.2	0.0				
6/10/2016 21:10:33	117919.6	1.4				
6/10/2016 22:10:33	117919.6	0.0				
6/10/2016 23:10:33	117919.6	0.0				

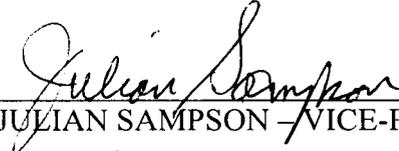
EXHIBIT 6

BILLING AND PAYMENT

- A. All meters will be read or estimated monthly, and subscribers will be billed monthly. Bills will be mailed during the first working days of the month following the month in which the meter is read. Payment on monthly bills is due on or before the 15th of the month in which the bills are mailed. After the 15th of the month, a subscriber must pay a late charge on the amount billed.
- B. To avoid additional charges and for the convenience of the subscriber, bills may be paid at the District's office at 355 Woods Ferry Road during regular business hours. After regular business hours, payment may be made by placing payment in the locked box at the District's office.
- C. Any subscriber who fails to pay his bill, plus any applicable late charges, by the 25th day of the month shall be subject to having his service disconnected immediately without any further notice.
- D. If a customer provides two or more checks as payment for the customer's bill that are returned to the District without payment for any reason, the District may require the customer to pay all future bills by credit card or in cash.



CLAYTON GRAY – PRESIDENT



JULIAN SAMPSON – VICE-PRESIDENT



LARRY BOWERS – SECRETARY

Approved: January 12, 2016

EXHIBIT 7

1. Monthly Service Rates- Residential, Commercial, and Irrigation Meters

Meter Size			
¾"	female / OUR FITTING	0- 2,000 gallons	\$18.79 (min. bill) + \$1.74 tax = \$20.53
1"	residential/commercial	0-2,000 gallons	\$76.54 (min. bill) + \$7.08 tax = \$83.62
1 ½"	residential/commercial	0-2,000 gallons	\$118.28 (min. bill) + \$10.94 tax = \$129.22
2"	residential/commercial	0-2,000 gallons	\$153.07 (min. bill) + \$14.16 tax = \$167.23
Multiple Connections	Residential/commercial	0-2,000 gallons times number of residential meter equivalents	\$20.53 (min. bill) times number of residential meter equivalents
Per inch of tap size Fire Line	residential / commercial	0-2,000 gallons times inch of tap size	\$18.79 (min. bill) + \$1.74 tax = \$20.53

All water use over 2,000 gallons charged at:

		Estimated Cost
Next 1,000 gallons	\$9.27	3,000 gal. = \$30.66
Next 2,000 gallons, per thousand	\$8.35	5,000 gal. = \$48.90
Next 5,000 gallons, per thousand	\$7.16	10,000 gal. = \$88.03
Next 10,000 gallons, per thousand	\$6.49	20,000 gal. = \$158.92

2. Meter Connection or Transfer Fee

Residential Fee	\$50.00
Commercial Fee	\$75.00
Renters Commercial / Residential Fee	\$100.00

3. Tap Service Fees

(a) Residential and Commercial	Meter Size	Tap Service Fee	
	¾"	\$1,500.00	
	1"	\$2,000.00	
	1 ½"	\$4,000.00	
	2"	\$6,000.00	* All commercial meters and any residential meters over 2 inches shall be installed by the Developer/owner by a contractor acceptable to the District.
	4"	\$40,000.00 (meter and vault) *	
	6"	\$60,000.00 (meter and vault) *	
	8"	\$80,000.00 (meter and vault) *	
	10"	\$100,000.00 (meter and vault) *	
(b) Irrigation		Tap fees for irrigation taps are identical to the fees for residential or commercial taps except the tap fee for a ¾" irrigation tap is \$1,000.00 if the developer or owner has installed the necessary infrastructure for the District to set the meter without installing other equipment. All irrigation meters are subject to the same monthly charges as other residential or commercial meters.	
(c) Fire Hydrant Installation Fee		Prices available upon request	
(d) Fire Protection/Sprinkler Line		\$1,000.00 per inch of tap size	

4. Miscellaneous Fees

(a) Reconnection Fee	\$75.00 (reconnections during business hours only)
(b) Returned Check Fee	\$25.00
(c) Repair Service Charge	\$25.00 + Materials & Labor
(d) Backflow Preventer Annual Testing Fee (tested by District)	\$250.00
(e) Unauthorized Use or Tampering Penalty Fee	Cost of all water \$150.00 First Incident \$250.00 Each Incident After the First

(f) TDEC Environmental Fee	\$1.00 (or such annual amount as charged by TDEC) per customer per year
(g) Capacity Fee	\$1,000.00 per individual residential meter or residential meter equivalent. The capacity fee is charged all new customers or connections to equitably fund the capital costs the District has incurred to be able to provide service to new connections. The capacity fee represents a new connection's proportionate share of the cost of providing facility capacity to serve new connections.

5. Commercial and Developers Fees (see specifics in Development Policy and Development Contract)

(a) Application Plan and Review Fee	\$1,250.00
(b) Capacity Fee	\$1,000.00 per individual residential meter or residential meter equivalent
(c) Fee for administrative, legal, and engineering services	12% of estimated cost
(d) Maintenance Bond & Performance Bond required	

THIS RATES AND FEES CHART MAY BE AMENDED AT ANY TIME BY THE DISTRICT. REVISED BY RESOLUTION PASSED August 9, 2016.

Capacity fees on Existing Buildings: On existing commercial property, no capacity fees will be charged unless tap is upsized and/or additional taps or fire lines are added; then capacity fees will be due on the entire building or complex. If an existing tap is in place and serving only the portion of the building previously served and a new tap is added serving new portions or sections of a building or facility, capacity fee's will only be due on the new section or portions added according to the current commercial capacity fee's chart.

Revised: August 9, 2016

"This institution is an equal opportunity provider and employer. To file a complaint of discrimination, write: USDA, Director, Office of Civil Rights, 1400 Independence Ave., S.W., Washington, D.C. 20250-9410, or call (800) 795-3272 (voice) or (202) 720-6382 (TDD)."

Miscellaneous

1. Complaint Statistics
2. Training Approvals
3. Legislation Review
4. Proposed 2017
UMRB Meeting
Resolution
5. 2017 Water Loss

Complaint Statistics

October 1, 2016 – November 22, 2016

Complaints Received by Phone: 20

Complaints Received by Email: 2

From: [Betsy Knotts](#)
To: [Adams, Bob](#)
Cc: [John Greer](#); [Stephanie Maxwell](#); [Work, Dwight](#)
Subject: Re: Request for approval of Commissioner Training Hours - November 2nd and 3rd
Date: Monday, October 17, 2016 7:03:34 PM

Bob,

I have reviewed your request for Comptroller approval of utility district commissioner training. TGA's Finance and Accounting conference, which is scheduled for November 2-3 in Nashville is approved for 12 hours of continuing education credits because the topics appear to cover board governance, financial oversight, policy-making responsibilities, and other topics reasonably related commissioner duties, as required by the state law. Please note that the content of the hour long training session must take up at least 50 minutes and any open-ended Q&A must be limited to 10 minutes.

Please let me know if you have any further questions. Thank you.

Betsy Knotts

Senior Counsel for Public Finance

Comptroller of the Treasury | Office of General Counsel

James K. Polk Building, Suite 1700 | Nashville, TN 37243 - 1402

betsy.knotts@cot.tn.gov | (615) 401-7954

From: Adams, Bob <Bob.Adams@frazierdeeter.com>
Sent: Friday, October 14, 2016 9:31:37 AM
To: Betsy Knotts
Cc: John Greer; Stephanie Maxwell; Joyce.Welborn@cot.tn.gov; Work, Dwight
Subject: Request for approval of Commissioner Training Hours - November 2nd and 3rd

Good morning Ms. Knotts:

Frazier and Deeter, LLC and the Tennessee Gas Association are presenting a 12 hour training session

on Finance and Accounting topics related to natural gas utilities in the State of Tennessee. I have attached the course agenda and learning objectives for your approval. The participants will include commissioners and management from natural gas utility districts. The training will occur on November 2nd and 3rd in Nashville, Tennessee. Please advise if there is anything else you would need for approval.

Thank you for your consideration.

Bob

Bob Adams, CPA | Audit Manager

Frazier & Deeter

Investing in relationships to make a difference.

401 Commerce Street, Suite 920 | Nashville, TN 37219

Direct: 615.416.6806 | Main: 615.416.6800 | Direct Fax: 615.416.6807



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From: [Betsy Knotts](#)
To: [Dwight Stapleton](#); [John Greer](#)
Cc: [Stephanie Maxwell](#)
Subject: RE: request
Date: Monday, November 07, 2016 7:52:28 AM

Mr. Stapleton,

I have reviewed your request on behalf of Communities Unlimited and the content of your training presentation for Comptroller approval of 12 hours of Utility District Commissioner continuing education credit. The content of the training presentation appears to cover board governance, financial oversight, policy-making responsibilities, and other topics reasonably related commissioner duties, as required by the state law. **Therefore, it is approved for 12 hours of commissioner training credit. Please note that the content of each hour long training session must take up at least 50 minutes and any open-ended Q&A must be limited to 10 minutes.**

Let me know if you have any further questions.

Betsy Knotts

Senior Counsel for Public Finance

Comptroller of the Treasury | Office of General Counsel

James K. Polk Building, Suite 1700 | Nashville, TN 37243 - 1402

betsy.knotts@cot.tn.gov | (615) 401-7954

From: Dwight Stapleton [mailto:Dwight.Stapleton@communitiesu.org]
Sent: Friday, October 28, 2016 3:42 PM
To: Betsy Knotts <Betsy.Knotts@cot.tn.gov>; John Greer <John.Greer@cot.tn.gov>
Subject: request

Please find attached the letter of request for approval and training class material for utility board members.

Communities Unlimited, Inc.
10820 Kingston Pike
Suite 16-6
Knoxville, TN 37934
Cell Phone: 865-387-2201

Operations/Management Specialist
Rural Community Assistance Program
www.communitiesU.org

From: [John Greer](#)
To: "[Adams, Bob](#)"; [Betsy Knotts](#)
Cc: [Stephanie Maxwell](#)
Subject: RE: Request for approval of Commissioner Training Hours - November 14th and 15th
Date: Thursday, November 10, 2016 4:00:00 PM

Mr. Adams,

I have reviewed your request and the content of your training presentation for Comptroller approval of 12 hours of Utility District Commissioner continuing education credit. The content of the training presentation appears to cover board governance, financial oversight, policy-making responsibilities, and other topics reasonably related commissioner duties, as required by the state law. **Therefore, it is approved for 12 hours of commissioner training credit. Please note that the content of each hour long training session must take up at least 50 minutes and any open-ended Q&A must be limited to 10 minutes.**

Let me know if you have any further questions.

John Greer

Utilities Specialist

Comptroller of the Treasury | Office of Administration

James K. Polk Building, Suite 1700 | Nashville, TN 37243 - 1402

utilities@cot.tn.gov | (615) 747-5260

From: Adams, Bob [mailto:Bob.Adams@frazierdeeter.com]
Sent: Tuesday, November 08, 2016 2:57 PM
To: Betsy Knotts <Betsy.Knotts@cot.tn.gov>
Cc: John Greer <John.Greer@cot.tn.gov>; Stephanie Maxwell <Stephanie.Maxwell@cot.tn.gov>
Subject: Request for approval of Commissioner Training Hours - November 14th and 15th

Good afternoon Ms. Knotts:

I would like request approval to present a 12 hour training session on commissioner training topics related to utilities in the State of Tennessee. I have attached the course agenda and learning objectives for your approval. The participants will include commissioners and management from Tennessee based utility districts. The training will occur on November 14th and 15th in New Tazewell, Tennessee. Please advise if there is anything else you would need for approval.

Thank you for your consideration.

Bob

Bob Adams, CPA | Audit Manager
Frazier & Deeter
Investing in relationships to make a difference.

401 Commerce Street, Suite 920 | Nashville, TN 37219
Direct: 615.416.6806 | Main: 615.416.6800 | Direct Fax: 615.416.6807

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Draft legislation will be handed out at the meeting



BEFORE THE TENNESSEE UTILITY MANAGEMENT REVIEW BOARD

IN RE:

CALENDAR YEAR 2017 REGULAR MEETING SCHEDULE

RESOLUTION

The Tennessee Utility Management Review Board (“UMRB”) met on December 1, 2016, and formally endorsed the following regular meeting schedule for calendar year 2017:

February 2

April 6

June 1

August 3

October 5

December 7

Entered this ___ day of December, 2016.

Ann V. Butterworth, Chair
Utility Management Review Board

Water Loss Information

THE AWWA FREE WATER LOSS SOFTWARE HAS BEEN UPDATED. FOR ANY AUDITS RECEIVED BY THE COMPTROLLER AFTER JANUARY 1, 2015, PLEASE BE SURE TO USE THE CORRECT FORM (version 5.0). THE FORM, NOW TWO PAGES LONG, IS LARGER AND MORE EASILY READ. BOTH PAGES SHOULD BE INCLUDED IN THE AUDIT REPORT.

At a joint meeting of the Water and Wastewater Financing Board and the Utility Management Review Board on June 6, 2012, the Boards decided to reaffirm the October 7, 2010, decision to adopt the American Water Works Association (AWWA) water loss methodology for inclusion in any audited financial statements received by the Comptroller of the Treasury on or after January 1, 2013. The water loss methodology can be obtained from www.AWWA.org

At the June 6, 2012, meeting the following was adopted by the Boards:

- I. Require that the AWWA Excel Spreadsheet (in the specific format created by utilizing the AWWA Free Water Audit Software) be submitted electronically in an Excel format. It is the intention of the Boards that the AWWA Excel spreadsheet be filed by the contracted auditor in Excel format at the same time the annual audited financial statements are filed. The Excel spreadsheet is not considered audited information, but only submitted simultaneously.
- II. In accordance with TCA 68-221-1010(d)(1) and TCA 7-82-401(h)(1), failure to include the required schedule constitutes excessive water loss and...referral to the appropriate board. ***THEREFORE, failure to include the AWWA schedule in audited financial statements received by the Comptroller of the Treasury on or after January 1, 2013, will result in the System being referred to the appropriate Board.***
- III. Further, utilities will be referred to the Boards based on:
 - A. Incomplete AWWA water audit submitted anytime on or after January 1, 2013;
 - B. For audits received by the Comptroller of the Treasury from 1/1/2015 to 12/31/2016 -Validity score of 70 or less or non-revenue water as a percent by cost of operating system of 25% or greater;
 - C. For audits received by the Comptroller of the Treasury from 1/1/2017 to 12/31/2018 - Validity score of 75 or less or non-revenue water as a percent by cost of operating system of 20% or greater;
 - D. For audits received by the Comptroller of the Treasury from 1/1/2019 to 12/31/2020 Validity score of 80 or less or non-revenue water as a percent by cost of operating system of 20% or greater.

“Total annual cost of operating the water system” as used in the AWWA Free Water Audit Software is defined to include all costs for operation, maintenance, debt service (principal and interest) and depreciation. Remember this number is to include only expenses related to the WATER system – not the sewer system. The number can be obtained from the annual audited financial statements.

Failure to achieve the designated levels will result in a referral to the Board(s).

The requirements will be reviewed by the Boards annually to ensure the desired results are being achieved. The levels are subject to change by approval of the Board(s).