

WATER METERING SERVICES QUESTIONNAIRE

WATER SYSTEM DEMOGRAPHICS			
NUMBER OF PEOPLE SERVED BY THE UTILITY	2200		
TOTAL NUMBER OF METERS	1210		
SQUARE MILES IN SERVICE TERRITORY (meter service addresses in excel and asset locations with	4.92		
TOTAL ANNUAL WATER PRODUCTION (MG or CU.FT)	111,524,035.00		
AMOUNT OF WATER BILLED ANNUALLY(MG or CU.FT.)	91,002,433.00		
WATER BILLINGS (\$)	1,181,390.00		
DOES UTILITY ALSO BILL FOR SEWER	YES	NO	
IS SEWER BILLING BASED ON WATER CONSUMPTION	YES	NO	
SEWER BILLINGS (\$)	807,410		
WATER BILLING UNITS	1000 GALLONS	100 CUFT	
DOES UTILITY HAVE A MINIMUM WATER BILL	YES	NO	
MINIMUM WATER BILL AMOUNT (\$)	15.6		
IS THERE A MINIMUM CONSUMPTION INCLUDED IN	YES	NO	
WATER BILLING RATE (\$ PER UNIT) IN EXCESS OF THE	\$7.75/1,000 gallons		
DOES THE UTILITY HAVE A MINIMUM SEWER BILL	YES	NO	
IS THERE A MINIMUM SEWER USAGE INCLUDED IN	YES	NO	
SEWER BILLING RATE (\$) IN EXCESS OF THE MINIMUM	6.85/1,000 gallons		
WATER METER DETAILS			
PLEASE PROVIDE THE QUANTITY AND TYPE OF EACH NOTES	SIZE	QUANTITY	TYPE (PD,ULTRASONIC,MULTI-JET)
	5/8"	1,130	
	5/8" X 3/4"	0	
	3/4"	8	
	1"	30	
	1.5"	1	
	2"	34	
	3"	4	
	4"	3	
	6"	0	
	8"	0	
	10"	0	
LOCATION OF RESIDENTIAL METERS	METER PIT	BASEMENT	OTHER/EXPLAIN IN NOTES
PREFERRED METER MANUFACTURER	N/A		

PREFERRED METER TYPE TECHNOLOGY RESIDENTIAL	PD/MECHANICAL	MULTIJET	STATIC (ULTRASONIC. MAGNETIC.
PREFERRED METER TYPE TECHNOLOGY COMMERCIAL	MECHANICAL	SINGLE-JET	STATIC (ULTRASONIC. MAGNETIC)
AVERAGE AGE OF METERS IN SYSTEM	25 years		
METER PIT LID MATERIAL	COMPOSITE/POLYMER/PLASTIC	CONCRETE	STEEL
METER PIT BOX MODEL			
DOES METER PIT BOX HAVE PIT RINGS	YES	NO	
STANDARD SIZE OF METER PIT BOXES	24"		
ARE THERE ANY DUAL METER PIT BOXES/HOW MANY	YES	NO	20

METER READING DETAILS

CURRENT METER READING PROCESS	MANUAL	AMR	AMI
CURRENT COST TO READ METERS (\$)	\$3,000		
HOW OFTEN ARE METERS READ	Monthly		
NUMBER OF METER READING MAN DAYS TO READ	2		
METER READER PAY RATE	25/hr		
NUMBER OF METER READING VEHICLES	4		
AVERAGE COST TO COMPLETE A METER RELATED	\$20		
NUMBER OF METER RELATED WORK ORDERS A MONTH	10		
NUMBER OF REREADS A MONTH	20		
NUMBER OF MOVE IN/MOVE OUTS A MONTH	5		
NUMBER OF CUSTOMER INQUIRIES A MONTH	20		
AVERAGE TIME TO RESOLVE CUSTOMER INQUIRIES	30 minutes		
NUMBER OF EMPLOYEES IN WATER DEPARTMENT	6 Maintenance men		
NUMBER OF HAND HELD DEVICES OR DATA COLLECTION UNITS USED TO READ METERS	0, we still use paper to write down readings and readings are entered into our software by the Deputy Treas		
DOES THE UTILITY HAVE A SECURED ENCLOSED	YES	NO	

CUSTOMER SERVICE/BILLING DETAIL

BRAND OF CIS (BILLING) SYSTEM	Edmunds		
IS CIS USING MOST CURRENT VERSION	YES	NO	
IS THERE DEDICATED IT PERSONNEL FOR THE WATER	YES	NO	

POSSIBLE CONNECTOR SITES/TOWER SITES OVER 30'

1162 Union Hill Rd
572 Waughs Ferry Rd

Amherst, VA. 24521
Amherst, VA. 24521

Union Hill Water Tank
Waughs Ferry Water Tank