



MEMORANDUM

To: Mayor and Council

From: Robert Goode, P.E., Assistant City Manager

Date: January 20, 2016

Subject: Water Meter Reading & Testing Accuracy Audit Report

This memorandum provides follow-up information to the Council memo of January 19, 2016 regarding updates to the high bill concerns and related audits. Attached is the final Water Meter Reading & Testing Accuracy Audit Report completed by UtiliWorks Strategic Utility Consulting. The January 19th Council memo provided a summary of the results of this audit.

Austin Water will also present a summary of these audits at the Council Public Utilities Committee meeting on January 20, 2016.

If you have any questions or need additional information please contact me.

cc: Marc Ott, City Manager
Greg Meszaros, Director, Austin Water
Mark Dombroski, Acting General Manager, Austin Energy
David Anders, Assistant Director, Austin Water
Elaine Kelly-Diaz, VP Customer Acct Mgmt, Austin Energy
Jawana Gutierrez, VP, Customer Care Services, Austin Energy