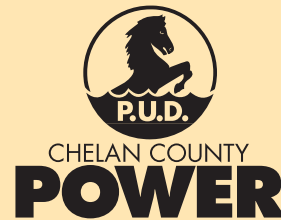


Automatic Meter Reading for Water Customers



May 1, 2006

2006 Water Automated Meter Reading (AMR)

Our purpose today

- Informational
- Technology
- Efforts to date
- Customer outreach
- Questions



Balanced Scorecard Perspective

To Be a Premier Public Utility

- **Think Safe, Work Safe, Live Safe!**
- Enhance Trust Through Openness and Accountability
- Maintain Adequate Revenue

2006 Water Automated Meter Reading

Customers can expect...

- No more winter estimates
- Early customer leak detection
- Less property intrusion
- Advanced usage information

PUD can expect...

- Less meter reading risk
- Better system information
- Increased customer satisfaction!

2006 Water Automated Meter Reading

Key features we are looking for

- Meets District specifications
- Lowest cost and most responsive
- Leak detection capability
- Advanced customer usage information
- Capable of working with District preferred electric AMR systems

2006 Water Automated Meter Reading

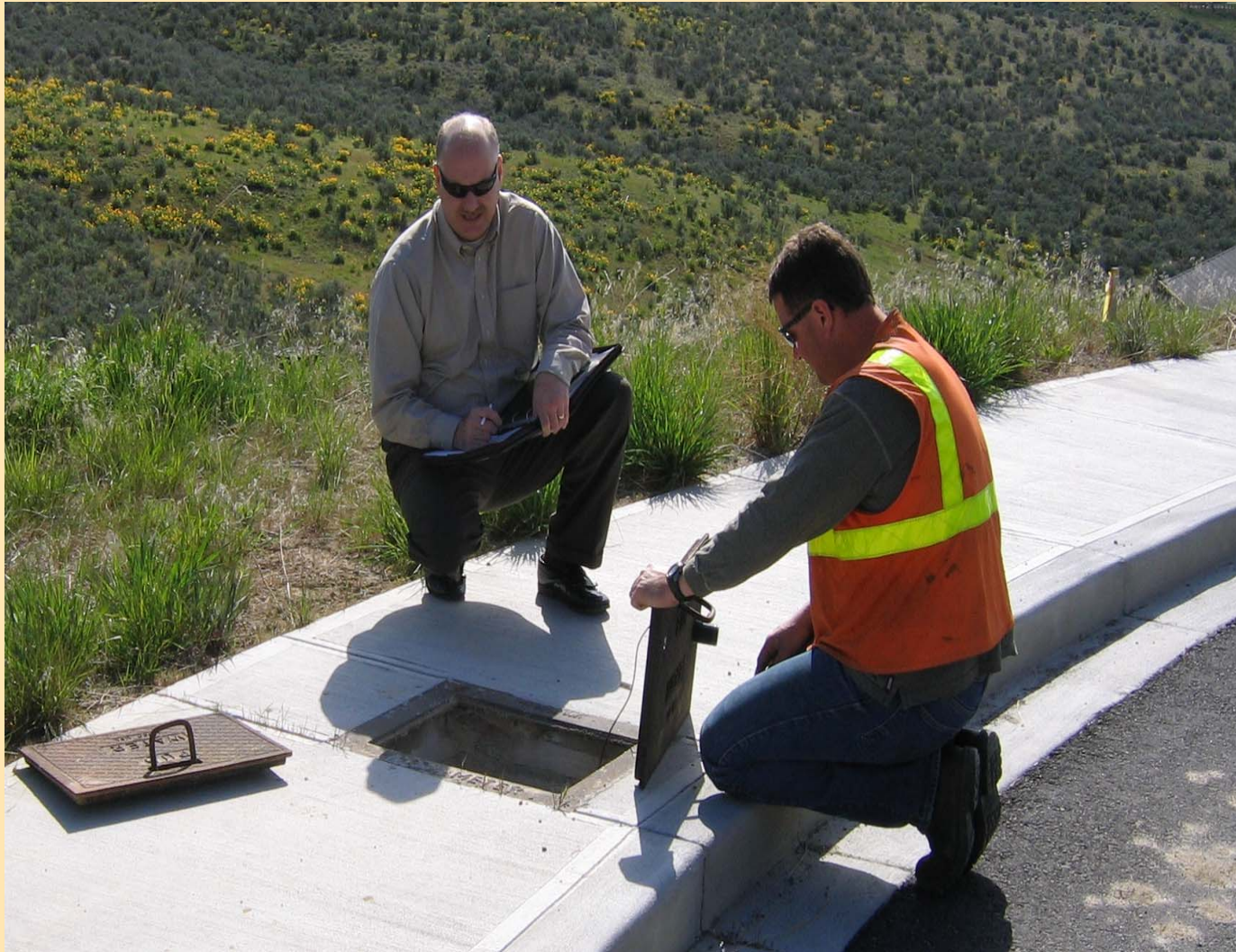
Current Efforts...

- Reviewing the technology
- Talking to other utilities
- Vendor presentation
- Field testing the equipment
- Implementation planning

Field Testing - Installation



Field Testing - Installation



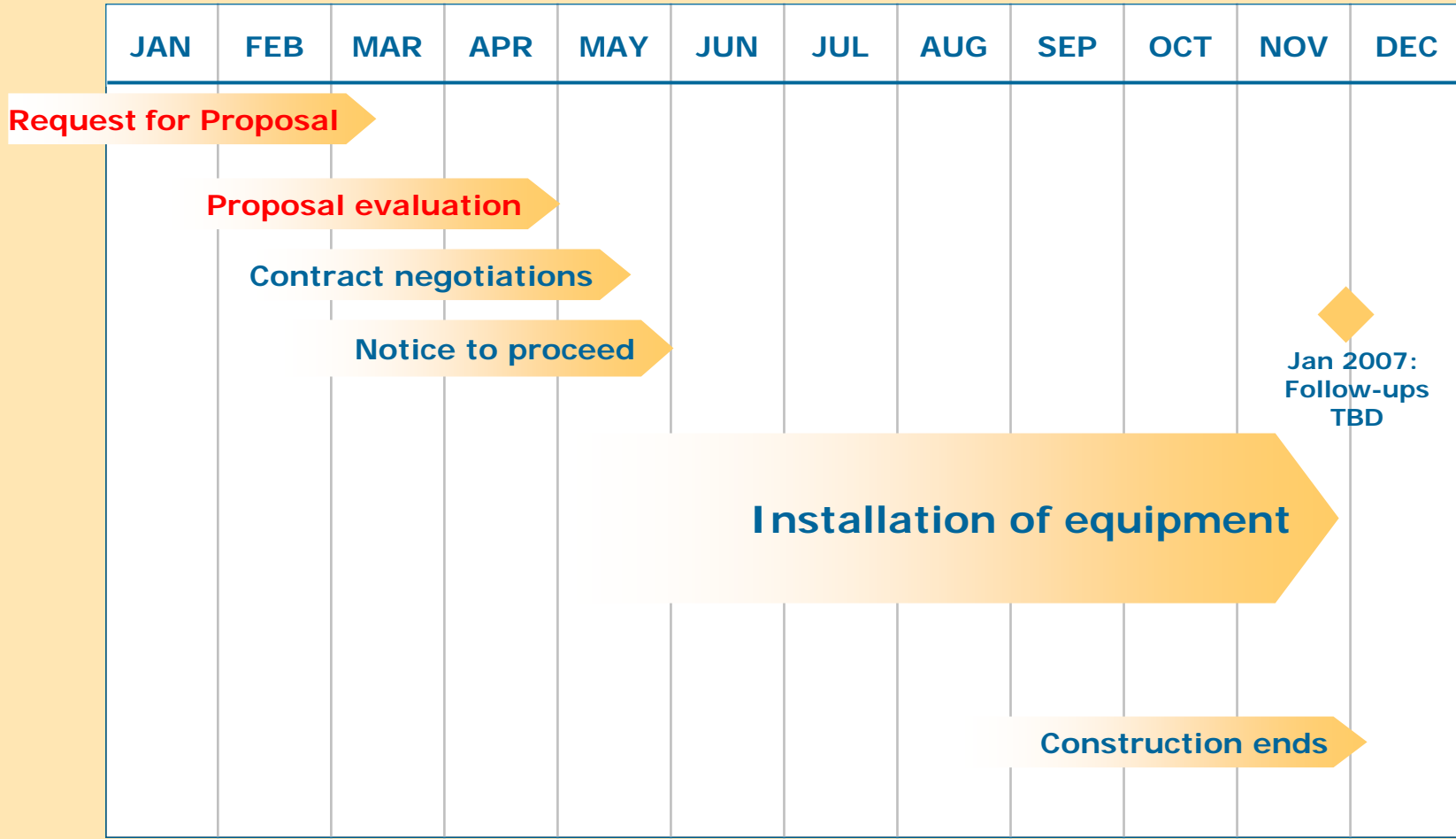
Field Testing - Installation



Field Testing – Signal Strength



Projected Project Schedule



Customer Communications

- **May WaterWays newsletter to focus on the water AMR project**
- **Managers forum update to employees in May**
- **Direct letter to customers prior to installation in their neighborhood**
- **Addressing older meters now**

Customer Outreach

Older worn out meters are currently being replaced

- **Customer Service Rep Rick Cannon is our designated contact**
- **When identified we are contacting the customer**
- **Follow-up letter will go out**

Questions?