



# Customer PipeLine

## ECUA's New Automated Meter Reading Program Helps Save Time and Money

Within the next several months, the ECUA will be making a significant change in how it collects its customers' water consumption data. In previous years, we have employed meter readers who would visit each property to record this information manually from the water meter. This approach, though once a standard in the industry, is labor intensive and not as efficient as methods currently available to us.

THE SAVINGS IN MANPOWER AND TIME ARE SIGNIFICANT!

We are revising our operations to implement the new industry standard, Automated Meter Reading (AMR). This new method will give us the ability to collect consumption information from hundreds of meters in a fraction of the time that it takes to read just a few manually. Each meter is equipped with a small radio unit that sends the customer's water consumption data to a laptop computer, which is in a vehicle driven by a meter reader.

The savings in manpower and time are significant. For example, a meter reader would typically read 300 to 400 meters in 4 hours, but using the AMR method, the same could be accomplished in just seconds! Once the meter conversion project is completed in approximately 18 to 24 months, ECUA will have reduced its meter reading workforce from 18 readers to only 4 readers. Through retirements and reassignments to existing vacant positions, none of our meter readers will be out of work.

It is always our goal to find as many efficiencies in the way we do our work as is possible. This helps us to keep operating costs, and consequently our rates, as low as possible.

When crews are ready to start change-out of the meters in your neighborhood, you will receive a letter from the ECUA advising you of the start date.

## ASK CUSTOMER SERVICE

**Q: I frequently see garbage flying out from the top of garbage trucks, and ending up in the streets. Can anything be done about this inadvertent littering?**

**A:** Light-weight materials such as foam-type packing "peanuts", paper, plastic bags, etc. may fly off the garbage truck, causing litter on the street, if not properly contained. In fact, any materials in the truck can potentially fly out if the truck is very full and the items are not well contained.

It is very important to bag your garbage materials, securely enclosing them in a plastic trash bag.

If we remember to securely place garbage in the garbage container, we'll keep it in the truck and prevent it from littering our streets.

Customer Service: 476-0480 • [www.ecua.org](http://www.ecua.org)  
 Commercial Sanitation Customer Service: 476-0480  
 After-hours Emergency Calls: 476-5110

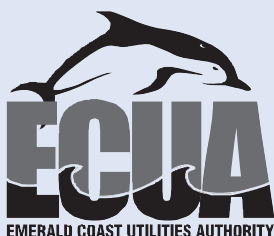
## Call Before You Dig...



Underground lines, both on and off your property, can be easily damaged by digging equipment. To ensure community safety, all area utilities work through a free "line locator" service to help you spot utility lines before you dig. In our area, the number to call is:

**1-800-432-4770**

It is important to call at least 48 hours in advance so that all the utility companies affected by your project may be contacted for verification.



## Dunaway Transmission Main Phases I thru V

ECUA is in the process of developing plans for phases II thru V of a 24" water transmission main that will extend from the existing 16" water transmission main on Nine Mile Road to the existing 18" water transmission main at the intersection of Blue Angel Parkway at Muldoon Road. Construction of Phase I of the project is now complete. The installation of this 24" water transmission main will enable ECUA to send water north and south as needed in the western portion of our water service area. The five phases and the cost of each phase are listed below:

**Phase I:** From the Dunaway Well south along Eight Mile Creek Road to Mobile Highway, then east on Mobile Highway to Millview Avenue. Project Budget: \$1,65 million; Estimated Completion Date: Completed

**Phase II:** From the end of Phase I, Millview Avenue and Mobile Highway intersection, south along Millview Avenue to Blue Angel Parkway, then south on Blue Angel Parkway to Saufley Field Road. Project Budget: \$2,8 million; Estimated Completion Date: Spring 2009

**Phase III:** From the end of Phase II, Blue Angel Parkway at Saufley Field Road, south along Blue Angel Parkway to Muldoon Road. Project Budget: \$2,2 million; Estimated Completion Date: Spring 2009

**Phase IV:** From Dunaway Well north along Eight Mile Creek Road to Wild Lake Boulevard, then west on Wild Lake Boulevard to Klondike Road. Project Budget: \$1,5 million; Estimated Completion Date: Spring 2009

**Phase V:** From the end of Phase IV, the intersection of Wilde Lake Road and Klondike Road, north on Klondike Road to Nine Mile Road. Project Budget: \$1,5 million; Estimated Completion Date: Spring 2009

## ECUA's Finance Department Receives Nineteenth Excellence Award!

ECUA is proud to announce the receipt of its nineteenth consecutive annual Certificate of Achievement for Excellence in Financial Reporting for the 2006 fiscal year, presented by the Government Finance Officers Association (GFOA).

This award recognizes the format and content of a governmental agency's Comprehensive Annual Financial Report (CAFR). The ECUA's CAFR provides a summary of major organizational accomplishments for the reporting year, and provides financial and statistical data about ECUA, as well as a brief projection of future growth.