

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of Missouri-American Water)	
Company's Request for Authority to Implement)	<u>File No. WR-2024-0320</u>
General Rate Increase for Water and Sewer)	
Service Provided in Missouri Service Areas.)	

**MISSOURI-AMERICAN WATER COMPANY'S REPORT
ON THE MYWATER APPLICATION**

Table of Contents

Overview	2
Meeting	2
Report	2
MyWater Overview	3
Data Transfer Process	4
My Water Display Usage.....	6
Customer Billing	8
MyWater Improvements	8
30 Day Look Back	9
Customer Usage Display.....	9
Time Zone	12
Customer Communication	12
Occasional Inability to See Data in MyWater/Data Synchronization.....	12
Sampling	13
Other Discussion Topics	14
MyWater Moving Forward.....	14

Overview

In the *Revenue Requirement Stipulation and Agreement*, filed on March 17, 2025, in Missouri-American Water Company's ("MAWC" or "Company") most recent rate case (Case No. WR-2024-0320), the parties agreed, among other things, as follows:

MAWC agrees to meet with Staff, OPC and other stakeholders to discuss the functionality and accuracy of MyWater account features identified in this case within 100 days of the rates going into effect. MAWC will file a report that describes the Company's approach to addressing these functions, including customer communication on its website related to customer usage in MyWater account within 30 days of the aforementioned meeting with stakeholders. MAWC will randomly select a sample of residential water meter reading on meters that are located in outside meter pits against what is displayed on those same customers' MyWater account's water usage reports and will be prepared to discuss the sampling during the quarterly customer service experience meetings with Staff and OPC until the Company's next general rate case proceeding.

(p. 3, para. 10).

The Commission approved the *Revenue Requirement Stipulation and Agreement* in its *Report and Order* issued on May 7, 2025 (effective May 17, 2025).

Meeting

The meeting to discuss the functionality and accuracy of MyWater account features took place on August 11, 2025, via Teams, with representatives from the Company, the Staff of the Commission ("Staff") and the Office of the Public Counsel ("OPC") present. The discussion included a PowerPoint presentation that is attached to this Report as **Appendix A**.

Report

MAWC was to next file a report that describes the Company's approach to addressing these functions, including customer communication on its website related to customer usage in the MyWater application within 30 days of the aforementioned meeting. The information provided in the following pages is intended to address this requirement.

MyWater Overview

MyWater is an electronic portal that allows customers to interface with utility. The MyWater application was developed with a commitment to continuously improving the customer experience. MyWater was implemented in 2021 and in December 2023, the Company launched AMI graphs showing a visual representation of customer's usage data.

In MyWater, customers can make a payment, view current and past bills, and enroll in, or stop, auto-pay, and paperless billing. They can also view their water usage and submit service requests, including move-ins, move-outs, and establishing new service. MyWater allows customers to report water quality concerns, damage, or emergencies, and to create a service order. The water usage display is explained in more detail below. Additionally, customers can manage their accounts by logging in or out, resetting passwords, updating phone numbers and email addresses, and setting alert notification preferences. Customers can also add authorized users and enroll in payment assistance programs, installment plans, or budget billing through MyWater.

From a technical perspective, MyWater features begin in the development state where the Company determines what the development needs are for the business ("enhancements" or "change"), then it evaluates the technical requirements to meet that need. Once the enhancements are determined, they are reviewed by the governance team. Thereafter, the change goes to the Information and Technology ("IT") department to develop the necessary code to deploy the given enhancement. Once developed, prior to deployment, testing occurs to ensure the enhancement is functioning as designed or expected. The Company uses an automated Quality Assurance ("QA") process, which allows for automated testing scripts that test the functions of the developed enhancement. The Company also utilizes User Acceptance Testing ("UAT"), which is where

internal employees test the enhancement in a live setting. Once the enhancement passes QA and UAT testing, then it is deployed in MyWater.

Unfortunately, it is not possible to test or discover all potential data display issues within MyWater during the development and testing phases. For example, the Company was unable to discover that certain hourly reads within the 24-hour MyWater download report were labeled with the scientific code, 5e-324, because the Company did not have a current meter read for the hour displayed. During QA testing the Company was unable to see this issue because the AMI data used in testing was not “live” data and therefore did not account for this scenario where a meter read may be pending.

The Company actively evaluates feedback from MyWater users and stakeholders to identify areas where enhancements may be beneficial. Ongoing developments and refinements are part of our standard process to ensure the application continues to meet evolving needs.

Data Transfer Process

In order to examine and explain MyWater, it is helpful to review the process by which MAWC obtains meter reads and what happens to the data as it applies to billing and MyWater. Meter placement is the first step in the design of the system. MAWC ensures any new meter installation, replacement, or relocation is located outside the customer’s premises. This meter placement requires the creation of a meter pit and setter outside. This allows Company personnel to access the meter when needed for emergencies, routine meter reads, or maintenance and protects the health and safety of our employees. In addition, each customer premises has a water meter that is directly connected through a wire to an end point, also known as a transmitter.

For customers who have an AMI transmitter attached to their meter,¹ the endpoint transmits

¹ Not all MAWC water customers have this feature. Currently, approximately 74,000 customers do not.

meter readings through a cellular or fixed network to the manufacturer's cloud-based system ("transmitter headend system"). Typically, this occurs three to four times per day. Once per day, for the previous day, the manufacturer's network then securely transfers the meter data to the Service Company's cloud infrastructure ("Company's cloud"). The process of transferring data from the manufacturer's network to Company's cloud infrastructure is referred herein as "the data transfer process." Once within the cloud-based system, data is sent to several other systems for different consumption purposes on a daily basis. "Consumption purposes" refer to the different uses of the data, including the customer billing system, internal reporting system, and the MyWater customer portal.

AMI meter data frequency varies based on the cellular fixed-network connection, but generally speaking, data is transferred several times per day through the data transfer process. All meter reading data, potential tamper alarms, and temperature data from the customer premises are transferred, including 15-minute increment data that allows the Company to know hourly, daily, and monthly totals.

In some limited circumstances, hourly or daily usage totals may not be available. As with any technology, there can be issues. For example, if the transmitter gets submerged underwater due to a weather event, the transmitter cannot connect to the cellular or fixed network until the water subsides. In addition, if the cellular network is unavailable, the Company will not be able to obtain meter usage information while the network is down. When the network becomes available the Company typically has access to that data on the network is restored. The meter read data will be uploaded to, and move through, the data transfer process. In some cases, the meter reading data is not available and therefore the hourly or daily consumption is not available. If the data for specific time intervals is unavailable in the transmitter headend system, a customer will

not be able to view that data in MyWater since the meter reading data is ultimately populated from the manufacture's cloud.

However, the Company will still be able to determine usage even if data is unavailable in the headend system. Ultimately, the Company will receive a valid read. Usage or consumption is a calculation of the difference between meter reads at two different points in time which could be a matter of minutes, hours, days, or even a month. Historically, prior to AMI, consumption was calculated using only two reads, one month apart. With AMI, the Company has read data every 15 minutes or every hour. Therefore, the Company can calculate usage more frequently. Even if a read is missed between a period of time, the usage can be calculated and allocated based on the newest read received and the prior read. Below is a depiction of AMI technology which demonstrates manufacturer's head-in system and the Company's MDM. It then goes to SAP for billing or MyWater for its purposes.

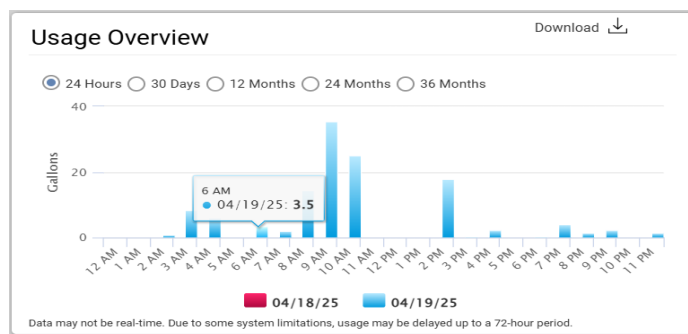


My Water Display Usage

For those customers with an AMI meter, MyWater provides a usage overview screen that displays a summary of water usage for 24 hours, 30 days, 12 months, 24 months, or 36 months. This functionality was added to MyWater in December 2023. The displayed usage data can be downloaded in Excel or PDF format. MyWater does not offer the ability to filter data or generate

custom daily usage reports.

The Usage Overview allows customers to see a specific 24-hour period, as well as data for the last 30 days, 12 months, 24 months, and 36 months. In regard to the 24-hour period, customers can view a detailed, hourly breakdown of 24 hours of water usage, which may be up to 72 hours in arrears. For example, typically, if a customer wanted to look at their hourly usage for August 14, 2025, it would be available on August 16, 2025, for the customer to review. Customers cannot select a specific day to see hourly usage data besides the prepopulated usage date on the overview screen. An example of how the 24-hour usage information is displayed is below.

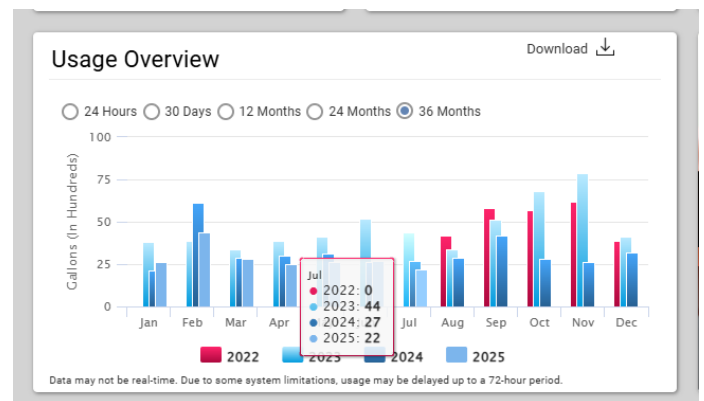
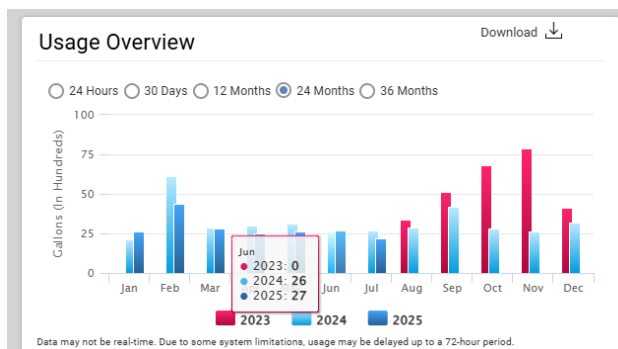
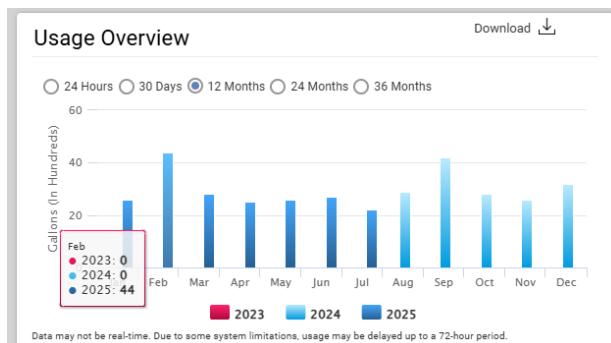


Customers can also view a 30-day history of water usage. Within the listed 30-day window, a customer can select a specific day and see the total gallons of water used for that day, but not an hourly display for each day. An example of how the 30-day usage information is displayed is found below.



Examples of the remaining usage overview screens are found below and include a look

back period to view the total usage for twelve months, 24 months and 36 months. As customers hover over each bar graph, the usage for that particular day, or month will be displayed.



Customer Billing

It is important to note that the Company's billing system is separate from MyWater. A customer's bill is based on the total usage for a specific period of time (typically 28 to 30 days), not a sum of specific daily usage. A bill is generated by subtracting the previous meter reading from the first day of the billing cycle from the current meter reading on the last day in the billing cycle, truncated to the nearest hundred gallons of usage. Any display issue in MyWater does not impact a customer bill.

MyWater Improvements

The Company started working on updates to MyWater in November 2024, prior to the issue being raised in the rate case. Since this issue was raised in the rate case, the Company has

made updates and enhancements to MyWater and expects to continue to make improvements as it deems appropriate. The Company completed the following updates to MyWater, which are more fully described and summarized below:

1. Resolved a 30 day look back discrepancy on January 30, 2025;
2. Resolved a time zone issue on March 6, 2025;
3. Corrected an issue related to missing water usage and delayed usage display MyWater in April 2025 and in August 2025;
4. Updated the MyWater display on April 11, 2025, to provide a reference to reflect that usage data in MyWater may be delayed up to 72 hours; and
5. Corrected a 30 day download feature on May 23, 2025.

30 Day Look Back

MyWater previously had a 30 day look back feature. However, MyWater only displayed 29 days of usage data when viewed or downloaded. On January 30, 2025, the Company updated MyWater so that a full 30 days could be viewed on the 30-day usage overview screen, mitigating the appearance of data changing on the customer's view. On May 23, 2025, the Company deployed a programming change so that a full 30-day look back period could be downloaded from MyWater.

Customer Usage Display

In an ongoing Formal Complaint, Mr. Jim Moriarty raised some concerns and questioned why customer usage may appear to change in the MyWater usage history report. The Company initially identified three scenarios where usage may be adjusted in MyWater. One reason that usage may be adjusted within MyWater was due to the variability in which MyWater receives the

usage information. The second scenario was a time zone difference of the customer.² Upon further investigation, the Company determined there was a concern related to a 30-day look back and download period. Additionally, on April 3, 2025, Mr. Moriarty informed MAWC that he was not able to view his MyWater usage data. Lastly, meter reads may not be available for periods of time, and the customer usage then is not displayed. An upgrade for this concern was completed August 28, 2025.

During the course of this Complaint, the Company realized there might be an issue with water usage data that is initially missing in MyWater and delayed usage displaying in MyWater. This is explained by the timing of when the Company receives the AMI data. Some AMI meters have multiple readings per hour. However, the Company does not always receive AMI readings in the exact order they are completed. It may take a period of time, perhaps days, for the Company to receive all of the AMI readings for a particular day. Since meter data rolls in over a period of days from the Company's cloud to the MyWater portal, a meter read may become available a few days after the initial daily usage is calculated in MyWater. If this occurs, then the daily usage report is adjusted to more accurately reflect the customer's daily consumption based on the additional read(s).

In most cases, the meter read data is not immediately transferred to MyWater. Therefore, MyWater data may be delayed up to 72 hours or specific usage hours may be missing from the display. After the system transfers the data to MyWater, all missing usage data in MyWater populates under the hour in which it was transferred to the MyWater system, not the hour in which the water was provided.

² WR-2024-0320, Rebuttal Testimony of Derek Tarcza, pp. 19-22.

In August 2025, the Company released an interpolated consumption programming update to correct when data is available and ultimately populated in MyWater. The consumption update allocates usage based on average usage to ensure a more accurate display of usage, rather than allocating all missing data to one hour.

Still, it is possible that the network responsible for transmitting data may have delays or be unavailable. For instance, if the transmitter gets submerged underwater due to a weather event, the transmitter cannot connect to the cellular or fixed network until the water subsides. In addition, cellular data connectivity could be impacted by the network provider. All meter reads are not guaranteed, and this is considered normal with cellular-type meters. When this occurs, MyWater will show no usage information for such period even though the customer likely had usage during that time. When meter reads are unavailable, the Company's headend system will allocate the usage for the period the reads were unavailable using the total usage for the missing period and then evenly allocating the usage over the period of the missing reads.

The Company was made aware of this challenge through internal feedback on or about July 8, 2025, and is actively working to address the issue. The Company updated programming on August 28, 2025, so that the usage display in MyWater includes allocated usage that occurred over the duration of the missing meter read data. To allocate usage, the Company's headend system will determine the total usage using the meter reads for the start and end of the missing date to determine a total usage for the period, then it will evenly allocate that usage over the period of the missing reads. The Company plans to utilize this allocated usage information to populate the MyWater usage display. The Company is evaluating an update to MyWater to denote that such usage is allocated and not based on actual usage.

Time Zone

Initially, MyWater usage information was displayed in Greenwich Mean Time. The report available to customers in MyWater is calculated on a rolling window of time based on the customer's local time zone. MAWC customers are located in the Central Time Zone. Thus, when the Company's daily meter data was sent based upon Greenwich Mean Time, there was a six-hour difference from the Central Time Zone. The time zone differences between the meter data and the logic used in the rolling window to calculate usage, meant that the oldest day of usage was calculated using only 18 hours of usage. As a result, six hours of usage was missing (which is the difference between the two time zones), and the customer would see lower consumption on the last day of the report than was previously recorded. The Company deployed a correction to the time zone on March 6, 2025, and now all data is displayed in Central Time for MAWC customers.

Customer Communication

The Company's communication with customers initially indicated that information was available for "up-to-the hour usage." As of April 11, 2025, the landing pages for the usage overview, specifically stated, "Data may not be real time. Due to some system limitations, usage may be delayed up to a 72-hour period." On August 28, 2025, additional language was included to also indicate that the reading "may include allocated and actual reads," in the situation where an interval read may be unavailable. This is a more accurate description of accessibility to data.

Occasional Inability to See Data in MyWater/Data Synchronization

The Complainant in the Complaint experienced an inability to see usage data in MyWater. The data is pulled into one server location from all different meter types throughout the Company's service territories. Each meter type is allocated a specific time to transfer data from one system to the system utilized to populate MyWater. During the period the Complainant had this issue, one

meter type exceeded the time allocated to synchronize with MyWater and data was overwritten (for MyWater display purposes only) and therefore no data was displayed. The Company implemented controls to ensure allocated times for meter synchronization are not exceeded. The Company deployed an initial programming update to address this in April 2025, and a subsequent update was deployed in August 2025. While this issue has been addressed, the Company will also continue to conduct regular maintenance activities on the MyWater application, similar to that of any other technology. As a result, for short periods of time, MyWater usage data may be unavailable to customers and changes will be made as the Company deems necessary.

Sampling

The Company further agreed to “randomly select a sample of residential water meter reading on meters that are located in outside meter pits against what is displayed on those same customers’ MyWater account’s water usage reports” and “be prepared to discuss the sampling during the quarterly customer service experience meetings with Staff and OPC until the Company’s next general rate case proceeding.”

The Company provided a comparison of the meter reads and the MyWater usage reports for 4 customers during the August 11, 2025, meeting. For this report, the Company expanded the number of customers to eight. Those examples are included as **Appendix B**.³ While the Stipulation focused solely on residential accounts, for this first report the Company included commercial accounts to demonstrate the accuracy of MyWater usage display across its customer base. Moving forward, the Company will provide a sampling of five accounts at each quarterly meeting and will

³ The Company notes the data for Customer G shows an anomaly within the MyWater usage allocated amount for certain days compared to the actual usage from the AMI data. The Company is reviewing this allocation anomaly and will provide an update at the October quarterly meeting.

focus on residential accounts.

Other Discussion Topics

During the August meeting, there were a few questions from OPC and Staff concerning the detection of continuous usage and any resulting customer notification. The Company agreed to review its internal process and to provide OPC and Staff with further information. That review is ongoing. The Company intends to provide an update to OPC and Staff at a future quarterly meeting.

MyWater Moving Forward

The Company actively evaluates feedback from MyWater users and stakeholders to identify areas where enhancements may be beneficial. Ongoing developments and refinements are an expected part of the on-going process to ensure the application continues to improve and meet evolving needs. MAWC will provide further updates at the quarterly meetings moving forward.

Wherefore the Company submits this MyWater Report in compliance with the Commission's Report and Order. for the Commissions consideration.

Respectfully submitted,

/s/ Rachel L. Niemeier

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ATTORNEYS FOR MISSOURI-AMERICAN WATER
COMPANY

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a true and correct copy of the above and foregoing pleading was sent through the Missouri e-Filing system to the registered attorneys of record and to all others by facsimile, hand delivery, electronic mail or US Mail, postage prepaid, to their last known address this 10th day of September, 2025.

/s/ Rachel L. Niemeier



 **MISSOURI
AMERICAN WATER**

Review of MyWater Features and Improvements

August 11, 2025

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Agenda

- Advanced Metering Infrastructure
- Data Transfer Process
- Features available in MyWater
- MyWater Implementation
- MyWater Improvements
- Customer account examples
- Questions

 **MISSOURI
AMERICAN WATER**

2

2

ADVANCED METERING INFRASTRUCTURE

THE BENEFITS OF AMI

- Leak Notifications
- Informed Decisions on Water Usage
- Water Conservation
- Improved Billing Accuracy
- Increased Safety for Employees

DATA IS SENT TO THE CLOUD

The data is sent to a Head End System via a cellular signal. The Head End System directly interfaces with our meter data management and billing system providing highly accurate bills.

Let me check the latest data from your meter so we can pinpoint the problem and get it resolved quickly.

I got a text that I have a leak.

SMART WATER METERS

A smart water meter combined with a communications module can transmit water usage in real time — a typical AMI system tracks water usage every hour. Smart meters can also detect continuous usage or expected leaks, and detect attempts to tamper with the meter.

LEAK DETECTION ALERTS

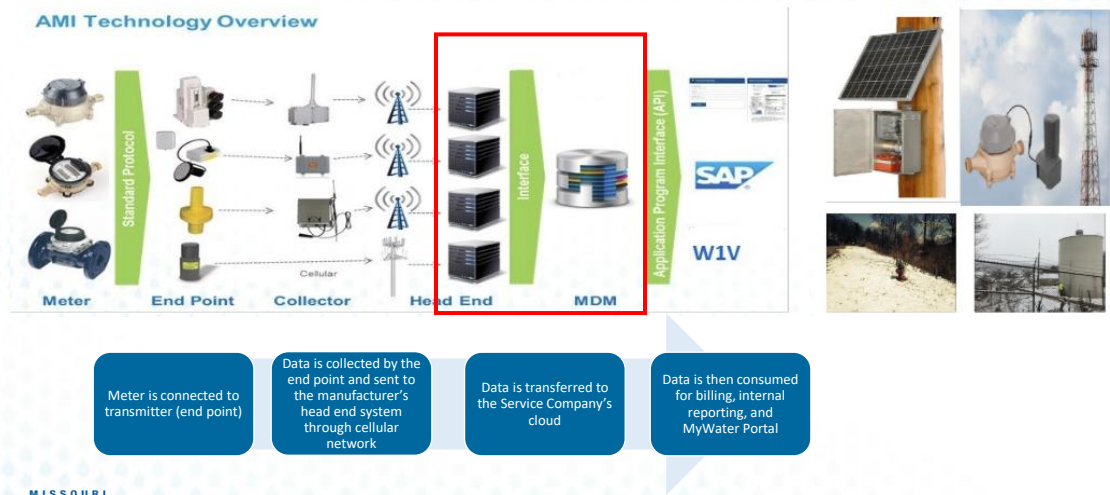
Because they are transmitting data on a regular basis, smart meters are able to send alerts when a leak is suspected. This data is received by our Meter Data Management system (MDM) and can be sent to customers via text automatically before the problem becomes too serious.

FIELD SERVICE REPRESENTATIVES (FSR) RETREIVE DATA ON DEMAND

Our FSRs are able to view real-time data on their tablets and better assist customers using the most current information.

3

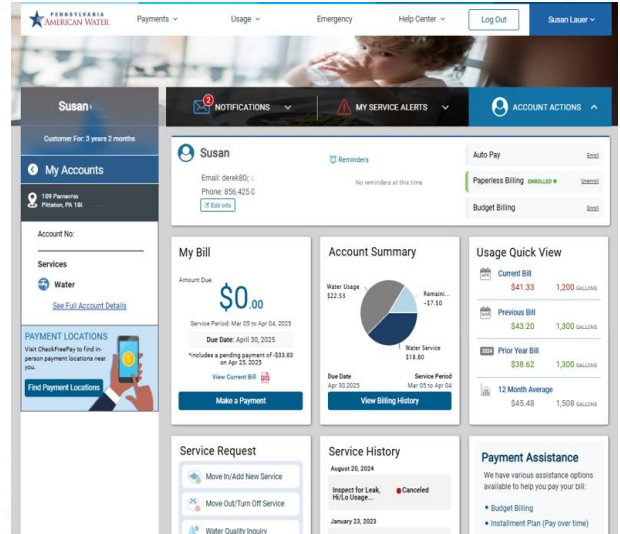
Data Transfer Process



4

Features Available in MyWater

- Make a payment
- View current and past bills
- Signup/stop auto-pay
- Signup/stop paperless billing
- View my usage
- Service Requests
 - Move-in and move-out
 - Add new service
 - Water quality, damage, or report emergency
- Create a service order
- Login/logout and password reset
- Account Management
 - Update Phone, Email
 - Alert notification preferences
 - Add an authorized user
- Payment assistance, installment plan and budget billing enrollment



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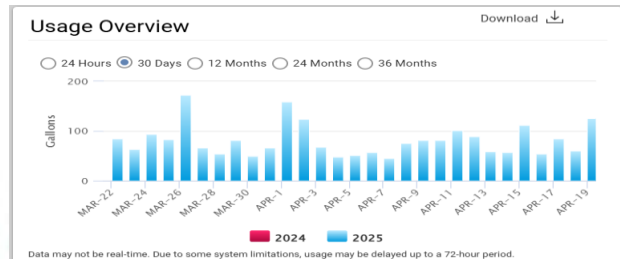
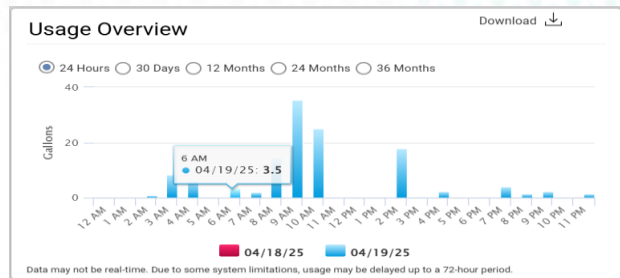
MyWater History and Implementation

MyWater implemented in 2021

AMI usage overview graphs launched in December 2023

Contains 5 usage overview features

- Can download the data shown in Excel format
- Can select/hover over specific hour or day to see total usage from that hour/day
- Cannot filter data or run custom reports for usage, beyond what is prepopulated



6

6

MyWater Improvements

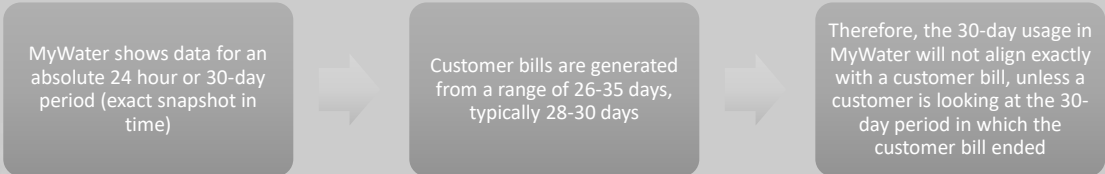
Summary of MyWater improvements and mitigations activities:

- **Time Zone:** MyWater was displayed in Greenwich Mean Time instead of Central Time
 - Updated MyWater time zone on March 6, 2025
 - The Company was aware of this issue prior to Mr. Moriarty's complaint
- **30 Day Look Back and Download:**
 - Data on the usage overview graph was being cut off on the 29th day
 - Updated usage overview display on January 30, 2025
 - Data would download 29 days vs. 30 days
 - Updated on May 23, 2025
- **Data Synchronization Issues:**
 - Updates started March 6, 2025, and were completed on April 13, 2025
 - Aligned data in MyWater to actual consumption to improve customer experience (prior to update data that was not initially synchronized to MyWater would all populate to the specific hour uploaded)
 - Added internal controls to data synchronization times for different meter types to prevent data synchronizing issues
 - Data may be unavailable due to weather events, maintenance, etc.



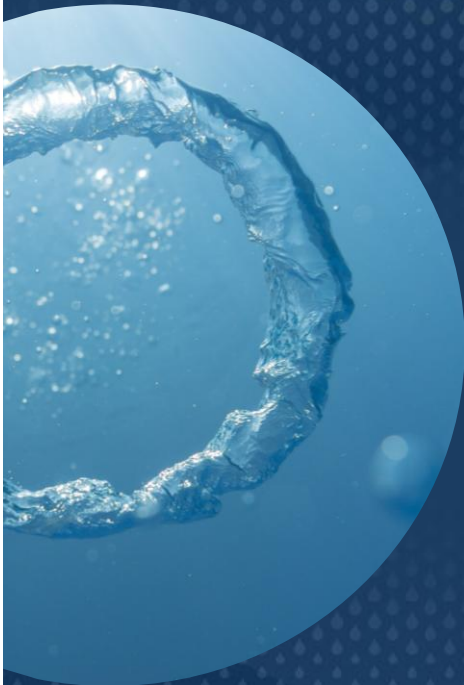
Live Demo of MyWater


MyWater Display Compared to Customer Bills



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9





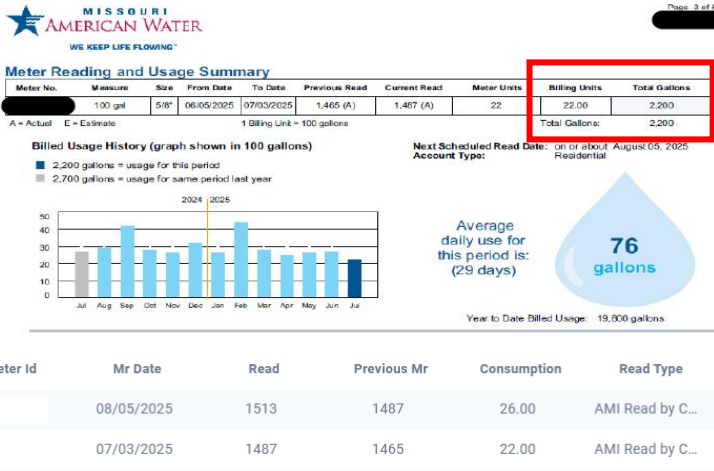
Usage Information Displayed in MyWater

Customer Examples

10

10

Customer A Bill



Customer A- 30 Day Historical Review from July 6th

Date	Usage
6-Jul	40.3
5-Jul	110.5
4-Jul	61
3-Jul	52.1
2-Jul	48.7
1-Jul	89.5
30-Jun	63.1
29-Jun	86.6
28-Jun	104.1
27-Jun	59.8
26-Jun	73.7
25-Jun	55.6
24-Jun	90.7
23-Jun	61.9
22-Jun	71.1
21-Jun	111.2
20-Jun	53.6
19-Jun	65.8
18-Jun	58.2
17-Jun	93
16-Jun	59.5
15-Jun	36
14-Jun	147.7
13-Jun	54.8
12-Jun	47.7
11-Jun	74.7
10-Jun	82.1
9-Jun	49.5
8-Jun	66.6
7-Jun	114
6-Jun	72.8
5-Jun	112.6
4-Jun	69.8
3-Jun	99.1
2-Jun	55.9
1-Jun	99.5



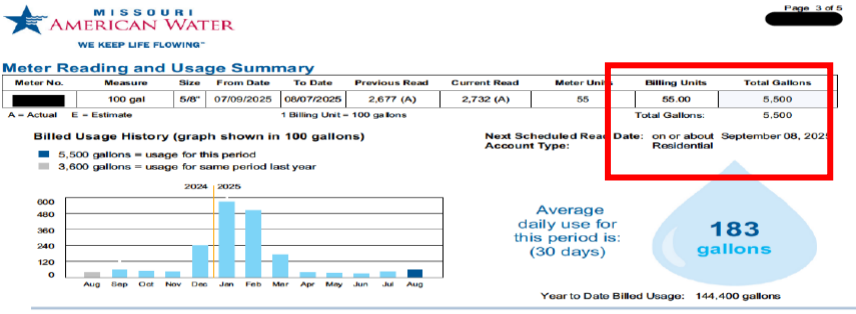
Total usage from MyWater for billing period 06/05/25-07/03/25 was 2156.7 gallons
Customer A was billed for 2200 gallons

Customer A-Summary of Hourly Water Usage Data from July 22, 2025

Hour from MyWater on 7/22/25	Usage	Hour from Billing Software	Usage
11:00 PM	0	23:00	0
10:00 PM	0.3	22:00	0.3
9:00 PM	0.1	21:00	0.1
8:00 PM	0	20:00	0
7:00 PM	3.7	19:00	3.7
6:00 PM	0	18:00	0
5:00 PM	3.7	17:00	3.7
4:00 PM	3.5	16:00	3.5
3:00 PM	0.1	15:00	0.1
2:00 PM	7.1	14:00	7.1
1:00 PM	1.7	13:00	1.7
12:00 PM	0	12:00	0
11:00 AM	4.3	11:00	4.3
10:00 AM	2.3	10:00	2.3
9:00 AM	3.1	9:00	3.1
8:00 AM	6.4	8:00	6.4
7:00 AM	8.5	7:00	8.5
6:00 AM	8.3	6:00	8.3
5:00 AM	0	5:00	0
4:00 AM	0	4:00	0
3:00 AM	2.7	3:00	2.7
2:00 AM	1.3	2:00	1.3
1:00:00 AM	0	1:00	0
12:00 AM	0	12:00	0
Total	57.1		57.1



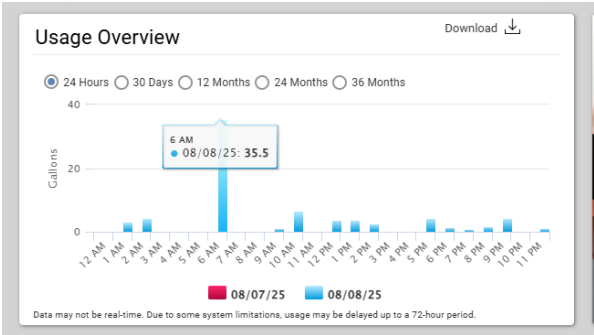
Customer B Bill



Meter Id	Mr Date	Read	Previous Mr	Consumption	Mr Reason	Read Type
	08/07/2025	2732	2677	55.00	01	AMI Read by C...
	07/08/2025	2677	2632	45.00	01	AMI Read by C...



Customer B Hourly Water Usage from August 10, 2025, Compared to AMI Data

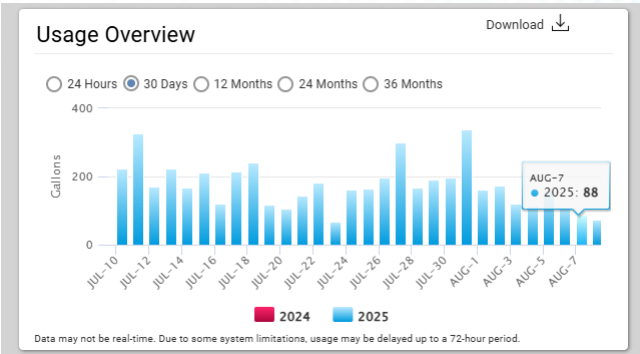


Sum of Flow	Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Friday, August 8, 2025	IT	0.0	3.1	4.2	0.0	0.1	0.0	35.5	0.0	0.0	1.2	6.6	0.0	3.6	3.7	2.7	0.1	8.1	4.3	1.3	0.9	1.7	4.4	0.0	1.1	74.6
Thursday, August 7, 2025		3.3	0.4	3.1	0.9	0.0	1.1	16.3	3.4	0.1	0.0	0.8	1.2	9.8	3.2	0.0	0.2	3.1	0.0	1.2	0.5	2.4	47.6	1.2	0.2	88.0

15

Customer B - 30 Day Historical Review from August 10, 2025

Date	Usage
7-Aug	88
6-Aug	107.7
5-Aug	159.2
4-Aug	114.7
3-Aug	120.9
2-Aug	174.3
1-Aug	160.5
31-Jul	337.8
30-Jul	197.6
29-Jul	191.4
28-Jul	169.1
27-Jul	298.6
26-Jul	196.7
25-Jul	165.6
24-Jul	161.3
23-Jul	67.6
22-Jul	182.9
21-Jul	145
20-Jul	107.3
19-Jul	118.4
18-Jul	242.1
17-Jul	214
16-Jul	121
15-Jul	211.6
14-Jul	167.9
13-Jul	223.7
12-Jul	169.9
11-Jul	325.9
10-Jul	222.7
9-Jul	274.5
	5437.9

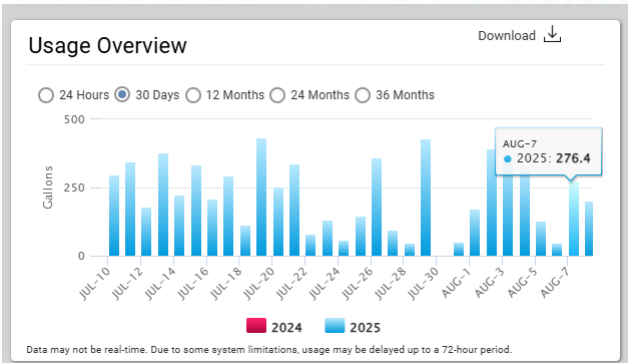


Total usage from MyWater for billing period 07/09/25-08/07/25
was 5437.9 gallons
Customer B was billed for 5500 gallons

16

Customer C - 30 Day Historical Review from August 10, 2025

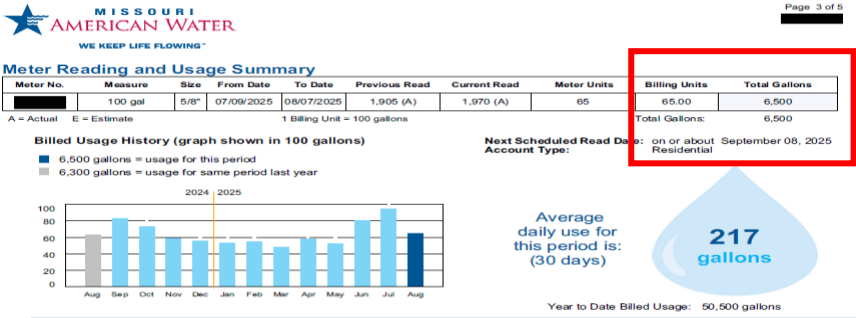
Date	Usage
7-Aug	276.4
6-Aug	47.4
5-Aug	129.6
4-Aug	317.3
3-Aug	355.7
2-Aug	394.8
1-Aug	171.9
31-Jul	52.3
30-Jul	0
29-Jul	430.8
28-Jul	49.4
27-Jul	94.7
26-Jul	360.8
25-Jul	146.2
24-Jul	57.3
23-Jul	132.4
22-Jul	79.6
21-Jul	336.6
20-Jul	252.6
19-Jul	435.1
18-Jul	115
17-Jul	292.6
16-Jul	208.6
15-Jul	333
14-Jul	224.9
13-Jul	380.1
12-Jul	181.6
11-Jul	345.3
10-Jul	298.6
9-Jul	312.7
	6813.3



Total usage from MyWater for billing period 07/09/25-08/07/25 was 6813.3 gallons
Customer C was billed for 7100 gallons



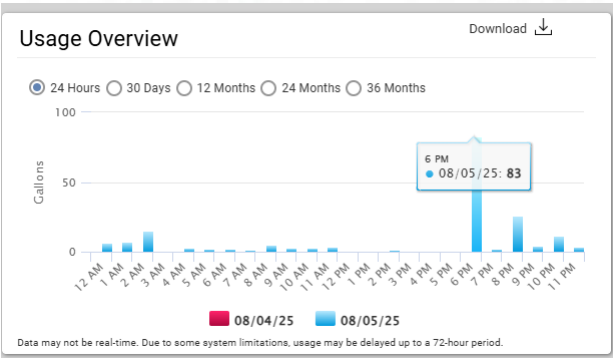
Customer D Bill



Meter Id	Mr Date	Read	Previous Mr	Consumption	Mr Reason	Read Type
	08/07/2025	1970	1905	65.00	01	AMI Read by C...
	07/08/2025	1905	1811	94.00	01	AMI Read by C...



Customer D Hourly Usage from August 7, 2025, Compared to AMI Data

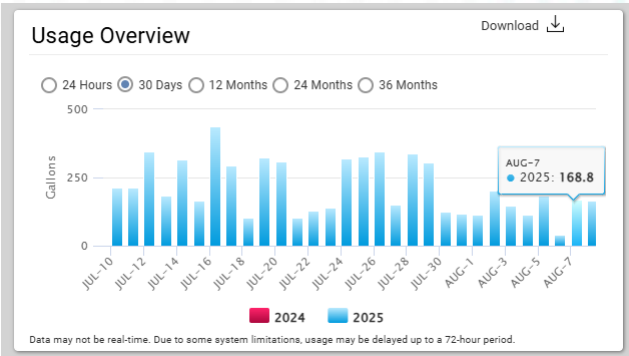


Sum of Flow	Hour	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	Grand Total
Tuesday, August 5, 2025		6.5	6.9	15.1	0.0	2.9	1.8	2.1	1.2	5.1	3.0	3.2	3.4	0.0	0.0	1.3	0.0	0.0	0.0	83.0	2.0	25.7	4.3	11.7	3.8	183.0
Monday, August 4, 2025		1.5	13.0	4.1	0.0	0.0	2.8	0.0	2.0	0.0	1.5	0.2	3.0	32.4	9.6	13.2	0.1	0.0	1.5	3.6	3.7	6.0	6.4	4.1	4.5	113.2

21

Customer D - 30 Day Historical Review from August 10, 2025

Date	Usage
7-Aug	168.8
6-Aug	39.8
5-Aug	183
4-Aug	113.2
3-Aug	145.6
2-Aug	203.1
1-Aug	115.8
31-Jul	118.5
30-Jul	123.9
29-Jul	306.4
28-Jul	338
27-Jul	151.6
26-Jul	345.5
25-Jul	327.8
24-Jul	319.6
23-Jul	141.3
22-Jul	129
21-Jul	103
20-Jul	308.2
19-Jul	324.2
18-Jul	101.5
17-Jul	292.5
16-Jul	437
15-Jul	164.5
14-Jul	316.2
13-Jul	184
12-Jul	346.8
11-Jul	211.5
10-Jul	214.8
9-Jul	282.6
	6557.7



Total usage from MyWater for billing period 07/09/25-08/07/25
was 6557.7 gallons
Customer D was billed for 6500 gallons

22

Questions

Year to Date Billed Usage: 10,700 gallons

CUSTOMER A 30 DAY COMPARISON				
MyWater Data			AMI Data	
Date	Usage		Date	Usage
4-Sep	50.9		Thursday, September 4, 2025	50.9
3-Sep	53.2		Wednesday, September 3, 2025	53.2
2-Sep	31		Tuesday, September 2, 2025	31
1-Sep	22.3		Monday, September 1, 2025	22.3
31-Aug	23.7		Sunday, August 31, 2025	23.7
30-Aug	28.2		Saturday, August 30, 2025	28.2
29-Aug	22.5		Friday, August 29, 2025	22.5
28-Aug	37.9		Thursday, August 28, 2025	37.9
27-Aug	55.2		Wednesday, August 27, 2025	55.2
26-Aug	24.4		Tuesday, August 26, 2025	24.4
25-Aug	36.4		Monday, August 25, 2025	36.4
24-Aug	5.1		Sunday, August 24, 2025	5.1
23-Aug	682.9		Saturday, August 23, 2025	682.9
22-Aug	135.4		Friday, August 22, 2025	135.4
21-Aug	15.9		Thursday, August 21, 2025	15.9
20-Aug	15.6		Wednesday, August 20, 2025	15.6
19-Aug	16		Tuesday, August 19, 2025	16
18-Aug	30.9		Monday, August 18, 2025	30.9
17-Aug	0		Sunday, August 17, 2025	0
16-Aug	10.4		Saturday, August 16, 2025	10.4
15-Aug	5.3		Friday, August 15, 2025	5.3
14-Aug	25.8		Thursday, August 14, 2025	25.8
13-Aug	29.1		Wednesday, August 13, 2025	29.1
12-Aug	10.3		Tuesday, August 12, 2025	10.3
11-Aug	68.7		Monday, August 11, 2025	68.7
10-Aug	43.9		Sunday, August 10, 2025	43.9
9-Aug	71.9		Saturday, August 9, 2025	71.9
8-Aug	0.1		Friday, August 8, 2025	0.1
7-Aug	23.7		Thursday, August 7, 2025	23.7
6-Aug	105.9		Wednesday, August 6, 2025	105.9
Total	1682.6		Total	1682.6

MyWater			AMI data
CUSTOMER A 24 HOUR COMPARISON			
08/30/25 - 08/31/25			
Hour	Usage		Usage
11:00 PM	1		1
10:00 PM	0.8		1.1
9:00 PM	1.2		0.9
8:00 PM	1		1
7:00 PM	1		1
6:00 PM	0.9		0.9
5:00 PM	1		1
4:00 PM	0.7		0.9
3:00 PM	1.2		1
2:00 PM	1		1
1:00 PM	1		1
12:00 PM	0.8		0.8
11:00 AM	0.7		0.7
10:00 AM	1		1
9:00 AM	1.1		1.1
8:00 AM	1		1
7:00 AM	1.1		1.1
6:00 AM	1		1
5:00 AM	1		1
4:00 AM	1		1
3:00 AM	1		1
2:00 AM	1		1
1:00 AM	1.1		1.1
12:00 AM	0.5		1.1
Total	23.1	Total	23.7

CUSTOMER B BILLED USAGE



Page 3 of 8
635005814328

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	2"	08/06/2025	09/04/2025	1,076 (A)	1,248 (A)	172	172.00	17,200
Total Gallons:									17,200

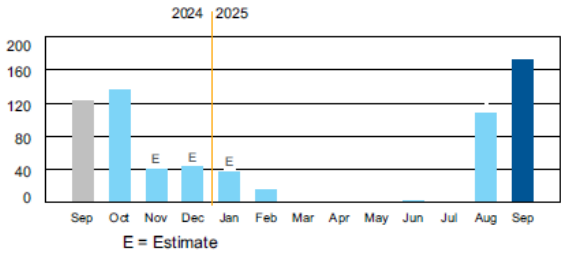
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons:

Billed Usage History (graph shown in 100 gallons)

- 17,200 gallons = usage for this period
- 12,200 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about October 05, 2025
Account Type: Commercial

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 33,500 gallons

CUSTOMER B 30 DAY COMPARISON			
MyWater			AMI
Date	Usage	Date	Usage
4-Sep	0	Thursday, September 4, 2025	0
3-Sep	1705	Wednesday, September 3, 2025	1705
2-Sep	0	Tuesday, September 2, 2025	0
1-Sep	1702	Monday, September 1, 2025	1702
31-Aug	0	Sunday, August 31, 2025	0
30-Aug	0	Saturday, August 30, 2025	0
29-Aug	1703	Friday, August 29, 2025	1703
28-Aug	48	Thursday, August 28, 2025	48
27-Aug	1705	Wednesday, August 27, 2025	1705
26-Aug	0	Tuesday, August 26, 2025	0
25-Aug	1706	Monday, August 25, 2025	1706
24-Aug	0	Sunday, August 24, 2025	0
23-Aug	1724	Saturday, August 23, 2025	1724
22-Aug	0	Friday, August 22, 2025	0
21-Aug	0	Thursday, August 21, 2025	0
20-Aug	0	Wednesday, August 20, 2025	0
19-Aug	0	Tuesday, August 19, 2025	0
18-Aug	0	Monday, August 18, 2025	0
17-Aug	0	Sunday, August 17, 2025	0
16-Aug	0	Saturday, August 16, 2025	0
15-Aug	1711	Friday, August 15, 2025	1711
14-Aug	0	Thursday, August 14, 2025	0
13-Aug	1721	Wednesday, August 13, 2025	1721
12-Aug	0	Tuesday, August 12, 2025	0
11-Aug	1715	Monday, August 11, 2025	1715
10-Aug	0	Sunday, August 10, 2025	0
9-Aug	1722	Saturday, August 9, 2025	1722
8-Aug	0	Friday, August 8, 2025	0
7-Aug	0	Thursday, August 7, 2025	0
6-Aug	49	Wednesday, August 6, 2025	49
Total	17211	Total	17211

CUSTOMER B 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	0		0
10:00 PM	0		0
9:00 PM	0		0
8:00 PM	0		0
7:00 PM	0		0
6:00 PM	0		0
5:00 PM	0		0
4:00 PM	0		0
3:00 PM	0		0
2:00 PM	0		0
1:00 PM	0		0
12:00 PM	0		0
11:00 AM	0		0
10:00 AM	0		0
9:00 AM	0		0
8:00 AM	0		0
7:00 AM	0		0
6:00 AM	0		0
5:00 AM	0		0
4:00 AM	0		0
3:00 AM	0		0
2:00 AM	0		0
1:00 AM	0		0
12:00 AM	0		0

Year to Date Billed Usage: 81,200 gallons

CUSTOMER C 30 DAY COMPARISON			
MyWater			AMI
Date	Usage	Date	Usage
4-Sep	204.7	Thursday, September 4, 2025	204.7
3-Sep	209.6	Wednesday, September 3, 2025	209.6
2-Sep	232.4	Tuesday, September 2, 2025	232.4
1-Sep	119.7	Monday, September 1, 2025	119.7
31-Aug	89.7	Sunday, August 31, 2025	89.7
30-Aug	239.9	Saturday, August 30, 2025	239.9
29-Aug	240	Friday, August 29, 2025	240
28-Aug	291.6	Thursday, August 28, 2025	291.6
27-Aug	167.8	Wednesday, August 27, 2025	167.8
26-Aug	192.1	Tuesday, August 26, 2025	192.1
25-Aug	207.3	Monday, August 25, 2025	206.4
24-Aug	92.6	Sunday, August 24, 2025	93.5
23-Aug	218.3	Saturday, August 23, 2025	218.3
22-Aug	351.1	Friday, August 22, 2025	351.1
21-Aug	240.7	Thursday, August 21, 2025	240.7
20-Aug	1150.6	Wednesday, August 20, 2025	1150.6
19-Aug	887.4	Tuesday, August 19, 2025	887.4
18-Aug	510.2	Monday, August 18, 2025	510.2
17-Aug	137	Sunday, August 17, 2025	137
16-Aug	641.4	Saturday, August 16, 2025	641.4
15-Aug	503.2	Friday, August 15, 2025	503.2
14-Aug	353.4	Thursday, August 14, 2025	353.4
13-Aug	613.9	Wednesday, August 13, 2025	613.9
12-Aug	891.5	Tuesday, August 12, 2025	891.5
11-Aug	574.9	Monday, August 11, 2025	574.9
10-Aug	122.5	Sunday, August 10, 2025	122.5
9-Aug	532.2	Saturday, August 9, 2025	532.2
8-Aug	612.7	Friday, August 8, 2025	612.7
7-Aug	573	Thursday, August 7, 2025	573
6-Aug	429.9	Wednesday, August 6, 2025	429.9
Total	11631.3	Total	11631.3

CUSTOMER C 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	3.7		3.7
10:00 PM	3.8		3.8
9:00 PM	3.8		3.8
8:00 PM	2.8		3.8
7:00 PM	4.7		3.7
6:00 PM	3.8		3.8
5:00 PM	3.7		3.7
4:00 PM	3.8		3.8
3:00 PM	3.7		3.7
2:00 PM	3.8		3.8
1:00 PM	3.7		3.7
12:00 PM	3.8		3.8
11:00 AM	3.7		3.7
10:00 AM	3.7		3.7
9:00 AM	3.8		3.8
8:00 AM	3.7		3.7
7:00 AM	3.8		3.8
6:00 AM	3.8		3.8
5:00 AM	3.8		3.8
4:00 AM	3.8		3.8
3:00 AM	3.6		3.6
2:00 AM	3.7		3.7
1:00 AM	3.6		3.6
12:00 AM	2.7		3.6
Total	88.8	Total	89.7

CUSTOMER D BILLED USAGE



Page 3 of 8
676255567335

Meter Reading and Usage Summary

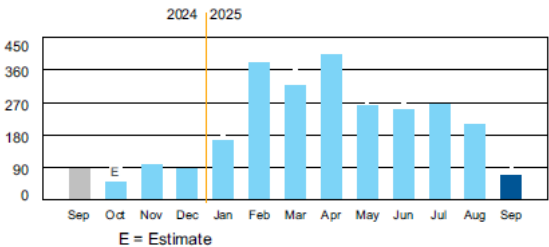
Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	3/4"	08/06/2025	09/04/2025	680 (A)	748 (A)	68	68.00	6,800
Total Gallons:									6,800

A = Actual E = Estimate

1 Billing Unit = 100 gallons

Billed Usage History (graph shown in 100 gallons)

- 6,800 gallons = usage for this period
- 8,800 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 03, 2025
Account Type: Residential

Average
daily use for
this period is:
(30 days)



Year to Date Billed Usage: 231,700 gallons

CUSTOMER D 30 DAY COMPARISON				
MyWater			AMI data	
Date	Usage		Date	Usage
4-Sep	208.5		Thursday, September 4, 2025	208.5
3-Sep	219.6		Wednesday, September 3, 2025	219.6
2-Sep	204.4		Tuesday, September 2, 2025	204.4
1-Sep	253.8		Monday, September 1, 2025	253.8
31-Aug	195.8		Sunday, August 31, 2025	195.8
30-Aug	198.9		Saturday, August 30, 2025	198.9
29-Aug	216.9		Friday, August 29, 2025	216.9
28-Aug	291.7		Thursday, August 28, 2025	291.7
27-Aug	309.3		Wednesday, August 27, 2025	309.3
26-Aug	192		Tuesday, August 26, 2025	192
25-Aug	183.4		Monday, August 25, 2025	183.4
24-Aug	211.5		Sunday, August 24, 2025	211.5
23-Aug	151.6		Saturday, August 23, 2025	151.6
22-Aug	346.7		Friday, August 22, 2025	346.7
21-Aug	236.1		Thursday, August 21, 2025	236.1
20-Aug	241.1		Wednesday, August 20, 2025	241.1
19-Aug	202.6		Tuesday, August 19, 2025	202.6
18-Aug	271.1		Monday, August 18, 2025	271.1
17-Aug	465.9		Sunday, August 17, 2025	465.9
16-Aug	252.1		Saturday, August 16, 2025	252.1
15-Aug	205.1		Friday, August 15, 2025	205.1
14-Aug	192.2		Thursday, August 14, 2025	192.2
13-Aug	234.1		Wednesday, August 13, 2025	234.1
12-Aug	265.4		Tuesday, August 12, 2025	265.4
11-Aug	88.7		Monday, August 11, 2025	88.7
10-Aug	264.8		Sunday, August 10, 2025	264.8
9-Aug	124.8		Saturday, August 9, 2025	124.8
8-Aug	212.7		Friday, August 8, 2025	212.7
7-Aug	109.1		Thursday, August 7, 2025	109.1
6-Aug	176.6		Wednesday, August 6, 2025	176.6
Total	6726.5		Total	6726.5

CUSTOMER D 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	3.7		3.7
10:00 PM	3.8		3.8
9:00 PM	3.8		3.8
8:00 PM	2.8		3.8
7:00 PM	4.7		3.7
6:00 PM	3.8		3.8
5:00 PM	3.7		3.7
4:00 PM	3.8		3.8
3:00 PM	3.7		3.7
2:00 PM	3.8		3.8
1:00 PM	3.7		3.7
12:00 PM	3.8		3.8
11:00 AM	3.7		3.7
10:00 AM	3.7		3.7
9:00 AM	3.8		3.8
8:00 AM	3.7		3.7
7:00 AM	3.8		3.8
6:00 AM	3.8		3.8
5:00 AM	3.8		3.8
4:00 AM	3.8		3.8
3:00 AM	3.6		3.6
2:00 AM	3.7		3.7
1:00 AM	3.6		3.6
12:00 AM	2.7		3.6
Total	88.8	Total	89.7

CUSTOMER E BILLED USAGE



Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	5/8"	08/06/2025	09/04/2025	8,007 (A)	8,036 (A)	29	29.00	2,900

A = Actual E = Estimate

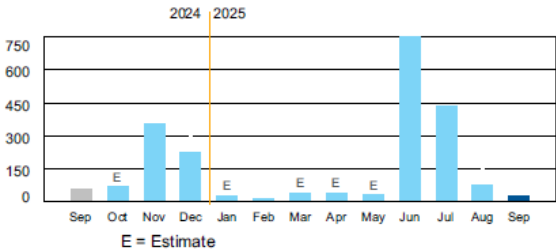
1 Billing Unit = 100 gallons

Total Gallons:

2,900

Billed Usage History (graph shown in 100 gallons)

- 2,900 gallons = usage for this period
- 5,700 gallons = usage for same period last year



E = Estimate

Next Scheduled Read Date: on or about October 03, 2025
Account Type: Residential

Average
daily use for
this period is:
(30 days)



Year to Date Billed Usage: 145,300 gallons

CUSTOMER E 30 DAY COMPARISON				
MyWater			AMI data	
Date	Usage			
4-Sep	78.6		Thursday, September 4, 2025	78.6
3-Sep	20.2		Wednesday, September 3, 2025	20.2
2-Sep	84.6		Tuesday, September 2, 2025	84.6
1-Sep	35.5		Monday, September 1, 2025	35.5
31-Aug	232.3		Sunday, August 31, 2025	232.3
30-Aug	124.6		Saturday, August 30, 2025	124.6
29-Aug	107.3		Friday, August 29, 2025	107.3
28-Aug	99.2		Thursday, August 28, 2025	99.2
27-Aug	68.4		Wednesday, August 27, 2025	68.4
26-Aug	84.4		Tuesday, August 26, 2025	84.4
25-Aug	99.6		Monday, August 25, 2025	99.6
24-Aug	46.1		Sunday, August 24, 2025	46.1
23-Aug	24.6		Saturday, August 23, 2025	24.6
22-Aug	63.8		Friday, August 22, 2025	63.8
21-Aug	187.3		Thursday, August 21, 2025	187.3
20-Aug	118		Wednesday, August 20, 2025	118
19-Aug	90.2		Tuesday, August 19, 2025	90.2
18-Aug	130.5		Monday, August 18, 2025	130.5
17-Aug	98.9		Sunday, August 17, 2025	98.9
16-Aug	38.8		Saturday, August 16, 2025	38.8
15-Aug	44.5		Friday, August 15, 2025	44.5
14-Aug	89.3		Thursday, August 14, 2025	89.3
13-Aug	89.5		Wednesday, August 13, 2025	89.5
12-Aug	138		Tuesday, August 12, 2025	138
11-Aug	59.9		Monday, August 11, 2025	59.9
10-Aug	54.4		Sunday, August 10, 2025	54.4
9-Aug	42.5		Saturday, August 9, 2025	42.5
8-Aug	165.3		Friday, August 8, 2025	165.3
7-Aug	135.7		Thursday, August 7, 2025	135.7
6-Aug	96.9		Wednesday, August 6, 2025	96.9
Total	2748.9		Total	2748.9

CUSTOMER E 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	0		0
10:00 PM	21.8		21.8
9:00 PM	7.1		7.1
8:00 PM	28.9		28.9
7:00 PM	49.5		49.5
6:00 PM	58.9		58.9
5:00 PM	0		0
4:00 PM	8.5		8.5
3:00 PM	21.1		21.1
2:00 PM	1.2		1.2
1:00 PM	12.6		12.6
12:00 PM	0		0
11:00 AM	17.8		17.8
10:00 AM	3.1		3.1
9:00 AM	0		0
8:00 AM	0		0
7:00 AM	1.8		1.8
6:00 AM	0		0
5:00 AM	0		0
4:00 AM	0		0
3:00 AM	0		0
2:00 AM	0		0
1:00 AM	0		0
12:00 AM	0		0
Total	232.3	Total	232.3

CUSTOMER F BILLED USAGE



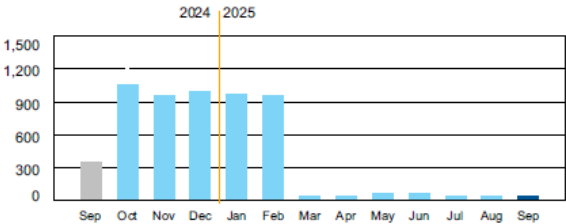
Page 3 of 8
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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	5/8"	08/06/2025	09/04/2025	10,978 (A)	11,019 (A)	41	41.00	4,100
A = Actual E = Estimate 1 Billing Unit = 100 gallons Total Gallons									4,100

Billed Usage History (graph shown in 100 gallons)

- 4,100 gallons = usage for this period
- 35,000 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 03, 2025
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 229,800 gallons

CUSTOMER F 30 DAY COMPARISON				
MyWater			AMI data	
Date	Usage			
4-Sep	75.7		Thursday, September 4, 2025	75.7
3-Sep	202.6		Wednesday, September 3, 2025	202.6
2-Sep	183.1		Tuesday, September 2, 2025	183.1
1-Sep	165.4		Monday, September 1, 2025	162.3
31-Aug	285.7		Sunday, August 31, 2025	288
30-Aug	132.2		Saturday, August 30, 2025	133
29-Aug	50.3		Friday, August 29, 2025	50.3
28-Aug	156.5		Thursday, August 28, 2025	156.5
27-Aug	213.4		Wednesday, August 27, 2025	213.4
26-Aug	120.3		Tuesday, August 26, 2025	120.3
25-Aug	125.1		Monday, August 25, 2025	125.1
24-Aug	301.1		Sunday, August 24, 2025	301.1
23-Aug	42.7		Saturday, August 23, 2025	42.7
22-Aug	110		Friday, August 22, 2025	110
21-Aug	159.1		Thursday, August 21, 2025	159.1
20-Aug	99.7		Wednesday, August 20, 2025	99.7
19-Aug	103.6		Tuesday, August 19, 2025	103.6
18-Aug	88.3		Monday, August 18, 2025	88.3
17-Aug	96		Sunday, August 17, 2025	96
16-Aug	200.9		Saturday, August 16, 2025	200.9
15-Aug	147.4		Friday, August 15, 2025	147.4
14-Aug	46.1		Thursday, August 14, 2025	46.1
13-Aug	71.5		Wednesday, August 13, 2025	71.5
12-Aug	120.6		Tuesday, August 12, 2025	120.6
11-Aug	73		Monday, August 11, 2025	73
10-Aug	119.8		Sunday, August 10, 2025	119.8
9-Aug	117.1		Saturday, August 9, 2025	117.1
8-Aug	178.7		Friday, August 8, 2025	178.7
7-Aug	117.4		Thursday, August 7, 2025	117.4
6-Aug	81.4		Wednesday, August 6, 2025	81.4
Total	3984.7		Total	3984.7

CUSTOMER F 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	3.7		3.7
10:00 PM	3.8		3.8
9:00 PM	3.8		3.8
8:00 PM	2.8		3.8
7:00 PM	4.7		3.7
6:00 PM	3.8		3.8
5:00 PM	3.7		3.7
4:00 PM	3.8		3.8
3:00 PM	3.7		3.7
2:00 PM	3.8		3.8
1:00 PM	3.7		3.7
12:00 PM	3.8		3.8
11:00 AM	3.7		3.7
10:00 AM	3.7		3.7
9:00 AM	3.8		3.8
8:00 AM	3.7		3.7
7:00 AM	3.8		3.8
6:00 AM	3.8		3.8
5:00 AM	3.8		3.8
4:00 AM	3.8		3.8
3:00 AM	3.6		3.6
2:00 AM	3.7		3.7
1:00 AM	3.6		3.6
12:00 AM	2.7		3.6
Total	88.8	Total	89.7

CUSTOMER G BILLED USAGE



Page 3 of 8
628756074100

Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	5/8"	08/06/2025	09/04/2025	2,189 (A)	2,271 (A)	82	82.00	8,200

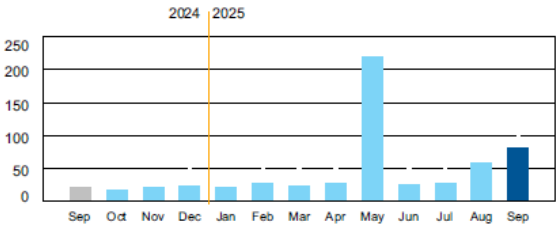
A = Actual E = Estimate

1 Billing Unit = 100 gallons

Total Gallons: 8,200

Billed Usage History (graph shown in 100 gallons)

- 8,200 gallons = usage for this period
- 2,200 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 03, 2025
Account Type: Residential

Average daily use for this period is: (30 days)



Year to Date Billed Usage: 51,700 gallons

CUSTOMER G 30 DAY COMPARISON			
MyWater			AMI Data
Date	Usage		
4-Sep	108	Thursday, September 4, 2025	77.9
3-Sep	504	Wednesday, September 3, 2025	533.1
2-Sep	426	Tuesday, September 2, 2025	262.9
1-Sep	815	Monday, September 1, 2025	965.6
31-Aug	207	Sunday, August 31, 2025	186.6
30-Aug	817	Saturday, August 30, 2025	354.4
29-Aug	215	Friday, August 29, 2025	706.6
28-Aug	89	Thursday, August 28, 2025	93.8
27-Aug	77	Wednesday, August 27, 2025	8.9
26-Aug	504	Tuesday, August 26, 2025	537.9
25-Aug	41	Monday, August 25, 2025	84.7
24-Aug	0	Sunday, August 24, 2025	0.0
23-Aug	352	Saturday, August 23, 2025	0.0
22-Aug	226	Friday, August 22, 2025	579.4
21-Aug	63	Thursday, August 21, 2025	63.9
20-Aug	0	Wednesday, August 20, 2025	0.0
19-Aug	33	Tuesday, August 19, 2025	24.6
18-Aug	678	Monday, August 18, 2025	451.9
17-Aug	110	Sunday, August 17, 2025	337.2
16-Aug	37	Saturday, August 16, 2025	36.9
15-Aug	1221	Friday, August 15, 2025	813.8
14-Aug	127	Thursday, August 14, 2025	493.9
13-Aug	34	Wednesday, August 13, 2025	76.3
12-Aug	72	Tuesday, August 12, 2025	75.9
11-Aug	68	Monday, August 11, 2025	58.5
10-Aug	123	Sunday, August 10, 2025	131.7
9-Aug	99	Saturday, August 9, 2025	59.7
8-Aug	844	Friday, August 8, 2025	878.7
7-Aug	47	Thursday, August 7, 2025	53.4
6-Aug	283	Wednesday, August 6, 2025	283.8
Total	8220	Total	8,232.2

CUSTOMER G 24 HOUR COMPARISON			
MyWater			AMI data
09/01/25 - 09/02/25			
Hour	Usage		
7:00 AM	7.75		7.75
6:00 AM	0		0
5:00 AM	0		0
4:00 AM	3.47		3.47
3:00 AM	0		0
2:00 AM	3.47		3.47
1:00 AM	0.01		0.01
12:00 AM	2.71		2.71
11:00 PM	5.42		5.42
10:00 PM	0		0
9:00 PM	0		0
8:00 PM	5.16		5.16
7:00 PM	0.01		0.01
6:00 PM	165.04		165.04
5:00 PM	194.55		194.55
4:00 PM	68.97		68.97
3:00 PM	0.06		0.06
2:00 PM	3.45		3.45
1:00 PM	0		0
12:00 PM	0		0
11:00 AM	3.45		3.45
10:00 AM	88.43		88.43
9:00 AM	181.25		181.25
8:00 AM	220.52		220.52
Total	953.72	Total	953.72

CU STOMER H BILLED USAGE



Page 3 of 8
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Meter Reading and Usage Summary

Meter No.	Measure	Size	From Date	To Date	Previous Read	Current Read	Meter Units	Billing Units	Total Gallons
	100 gal	3/4"	08/03/2025	09/04/2025	7,019 (A)	7,020 (A)	1	1.00	100

A = Actual E = Estimate

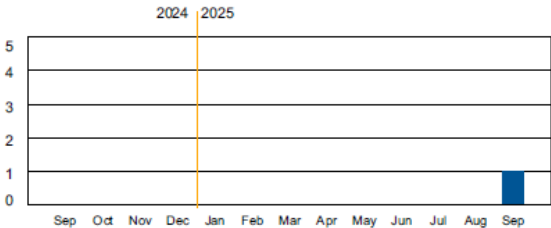
1 Billing Unit = 100 gallons

Total Gallons:

100

Billed Usage History (graph shown in 100 gallons)

- 100 gallons = usage for this period
- 0 gallons = usage for same period last year



Next Scheduled Read Date: on or about October 03, 2025
Account Type: Commercial

Average
daily use for
this period is:
(33 days)



Year to Date Billed Usage: 100 gallons

CUSTOMER H 30 DAY COMPARISON			
MyWater			AMI data
Date	Usage		
4-Sep	1.7	Thursday, September 4, 2025	1.7
3-Sep	0	Wednesday, September 3, 2025	0
2-Sep	1.7	Tuesday, September 2, 2025	1.7
1-Sep	1.7	Monday, September 1, 2025	1.7
31-Aug	23.9	Sunday, August 31, 2025	23.9
30-Aug	1.2	Saturday, August 30, 2025	1.2
29-Aug	0	Friday, August 29, 2025	0
28-Aug	0	Thursday, August 28, 2025	0
27-Aug	0	Wednesday, August 27, 2025	0
26-Aug	1.5	Tuesday, August 26, 2025	1.5
25-Aug	0	Monday, August 25, 2025	0
24-Aug	20	Sunday, August 24, 2025	20
23-Aug	11.8	Saturday, August 23, 2025	11.8
22-Aug	0	Friday, August 22, 2025	0
21-Aug	0	Thursday, August 21, 2025	0
20-Aug	0	Wednesday, August 20, 2025	0
19-Aug	1.6	Tuesday, August 19, 2025	1.6
18-Aug	0	Monday, August 18, 2025	0
17-Aug	28.6	Sunday, August 17, 2025	28.6
16-Aug	0	Saturday, August 16, 2025	0
15-Aug	1.6	Friday, August 15, 2025	1.6
14-Aug	0	Thursday, August 14, 2025	0
13-Aug	0	Wednesday, August 13, 2025	0
12-Aug	4.7	Tuesday, August 12, 2025	4.7
11-Aug	8.8	Monday, August 11, 2025	8.8
10-Aug	0	Sunday, August 10, 2025	0
9-Aug	0	Saturday, August 9, 2025	0
8-Aug	0	Friday, August 8, 2025	0
7-Aug	0	Thursday, August 7, 2025	0
6-Aug	0	Wednesday, August 6, 2025	0
5-Aug	0	Tuesday, August 5, 2025	0
4-Aug	0	Monday, August 4, 2025	0
3-Aug	0	Sunday, August 3, 2025	0
Total	108.8	Total	108.8

CUSTOMER H 24 HOUR COMPARISON			
MyWater			AMI data
08/30/25 - 08/31/25			
Hour	Usage		
11:00 PM	0		0
10:00 PM	0		0
9:00 PM	0		0
8:00 PM	0		0
7:00 PM	0		0
6:00 PM	0		0
5:00 PM	0		0
4:00 PM	0		0
3:00 PM	0		0
2:00 PM	0		0
1:00 PM	1.4		1.4
12:00 PM	15.4		15.4
11:00 AM	3.7		3.7
10:00 AM	3.4		3.4
9:00 AM	0		0
8:00 AM	0		0
7:00 AM	0		0
6:00 AM	0		0
5:00 AM	0		0
4:00 AM	0		0
3:00 AM	0		0
2:00 AM	0		0
1:00 AM	0		0
12:00 AM	0		0
Total	23.9	Total	23.9