

Memo



To Mr. Roy Mundy From Greg Tomko
Date October 2, 2003

Unaccounted-For Water Team Recommendations

Dear Mr. Mundy

A team of eight employees has reviewed the March 11, 2003 Report on Unaccounted-For Water and has determined eight recommendations which should be implemented. They are listed below in order of priority.

1. Establish a formalized leak survey program with an employee dedicated to full time leak surveying. (requires addition to workforce)
2. Operations VP and Superintendent set % sales to delivery goal
3. Implement a Main Information Tracking System (MITS)
4. Implement an active review and replacement / rehabilitation program
5. Reduce the time a 2" or larger stuck meter remains undetected
6. Create awareness among colleagues to notice and report leaks daily
7. Perform analysis of UK special connections vs. master metering
8. Track unaccounted-for water separately for Tri-Village

Of the eight actions recommended above the most important, by far, is adding a person to allow for dedicated leak surveying and subsequent repair which would require management authorization. More detailed information and justification is provided on the attached **Detail and Justification**. Should you have any questions please contact me or anyone on the Unaccounted-For Water Team.

Unaccounted-For Water Team

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