

Exhibit #3

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May 4 , 2023

RG3  
2912 S. Access Rd  
Longview, TX 75602

Re: Southern Water & Sewer District's RG3 Water Meter Issues

To Whom It May Concern;

My office is the legal counsel for Southern Water & Sewer District, a rural water utility in Eastern KY. I have been retained to attempt to resolve the issues Southern has encountered with their recently purchased RG3 AMR Water Meters.

As RG3 should be aware, Southern recently purchased water meters from RG3 to replace all of their customer's water meters. This decision to replace all of our water meters with new AMR water meters was taken to support Southern's goal of reducing unaccounted for water loss and to run our water utility as efficiently as possible.

In November of 2022, Southern started to notice that several of these new water meters were zero read meters or otherwise not working correctly. This forced Southern to remove each faulty water meter in order to ship them back to RG3 for repair. Although these meters are still under warranty, Southern must incur shipping costs to ship the meters back to RG3 to be repaired. Additionally, after said meters are removed to be repaired, Southern must average the customer's bill from past use until Southern retains a replacement water meter. Southern feels as though this average bill usually favors the customer as the customer has no reason to conserve water while their water meter is being repaired/replaced.

Southern is not satisfied with the quality or workmanship of the RG3 Meters and is hereby requesting RG3 to suggest a solution to these faulty meters. Since November 2022 Southern is averaging pulling approximately 50 to 80 faulty meters each month to be sent off to repair. This results in a significant shipping expense to Southern. Additionally, Southern does not have enough spare water meters to temporarily replace all of the faulty meters that need repair.

Southern hereby requests that RG3 formally explain the issues that Southern is encountering with these new meters AND to formulate and explain to Southern a solution to this issue as

Southern is not financially capable of continuing to pull and repair 50 to 80 water meters each month.

Respectfully,

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Steven P Bailey, JD/MBA  
Counsel for Southern Water & Sewer District