

Metering Services Questionnaire

Customer Contact Information	
Utility Name	Town of Central, SC
Primary Contact Name & Title	Phillip Mishoe, Manager
Mailing Address	1067 W Main St.
Phone	864-639-6381
Email	pmishoe@cityofcentral.org
How did you hear of our services?	RFP
Water System Demographics	
Number of people served by the water utility?	5129
Total number of meters?	2152
Square Miles in Service Territory?	2.5 miles
Total Annual Water Production (Million Gallons) (350K per Day)	None
Cost of Water Production (\$/MG)	None
Amount of water billed, annually (MG or cu.ft.)	147 mg
Water Billings (\$)	\$60,000 monthly
Does Utility also bill for Sewer?	Yes
Is Sewer billing based on water consumption?	Yes
Sewer Billings (\$)	\$87,400 monthly
Billing Units (1000 gallons, 100 cu. ft. etc.)	1000 gallons
Does the utility have a minimum water bill?	No
Is there a minimum consumption included in the minimum bill?	No
Water Billing Rate (\$ per unit) in excess of the minimum	\$4.27 per 1000 gallons
Does the utility have a minimum sewer bill?	No
Is there a minimum usage included in the minimum bill?	No
Sewer Billing Rate (\$ per unit) in excess of the minimum	\$9.05 per 1000
Number of Employees in Water Department?	5.5
Does the utility have an enclosed area for the storage of meters?	Yes



Metering Services Questionnaire

Meter Details		
Current Meter Provider?	Badger, Census, Precision, Rockwill	
Other Meter Brands currently installed?		
Preferred meter brand?	Badger	
Average age of meters in system?	25 years	
Location of meters (basements, meter pits)	Meter Pit	
If in meter pits, what is the pit lid material?	Metal	
Standard pit size? Do you have pit rings?		
Do you have any dual meter pits? If so, how many?		
Meter Pit manufacturer and model, if available		
Please provide quantities of each size meter	5/8"	
	5/8" x 3/4"	
	3/4"	
	1"	
	1 1/2" PD, Turbine	
	2" PD, Turbine, Compound	
	3" Turbine, Compound	
	4" Turbine, Compound, Fire Service	
	6" Turbine, Compound, Fire Service	
	8" Turbine, Compound, Fire Service	
10" Turbine, Compound, Fire Service		
Notes: This information is intended to be included from the vendor		

Meter Reading Details	
Current Meter Reading Process: manual, drive-by, etc.?	Manual and Drive by
Current cost to read a meter (\$)	.18 Cents
How often are meters read?	Monthly
Number of meter reading man days to read system?	2
Hourly pay rate for meter reader?	\$15.00
Number of Vehicles for meter reading?	3
Number of Handheld Units or Data collectors?	5



Metering Services Questionnaire

Customer Service/ Billing Details	
How often are accounts billed?	Monthly
Average cost to complete a meter work order?	varies
Number of re-reads per month?	50-75
Number of Move in / Move outs per month	73
Number of meter related work orders per month?	46-62
Number of Customer Inquiries (phone) per month?	700
Average time to resolve customer inquiries?	3-5 Minutes
Brand of CIS (Billing) Software?	CSI
Is your billing software the latest release?	Yes
Is there dedicated IT personnel for the water department?	No
Is your state a prevailing wage state?	

Water System Consultant Information	
Name-Title-Region	David A. Campbell – WSC - South
Contact Phone Number	(205)332-5321
Email address	david-alan.campbell@suez.com