



Chief Executive Officer
Michael L. Thurmond

March 2019

Dear Valued Customer,

DeKalb County has worked tirelessly to address the long-festering problems in our water and sewer billing and meter reading processes. This initiative, called The New Day Project, remained a top priority for the county throughout 2018 and has resulted in several improvements:

- All 194,000 customers have returned to normal billing, as of March 2018.
- County will replace 102,000 aging and potentially defective water meters
- Customer service staffing has been increased to 47 agents who answer 88 percent of incoming calls within 18 seconds.
- The watershed department's staff of field services technicians has grown from 21 to 44.

Additionally, in August 2018, the DeKalb County Board of Commissioners approved a legal settlement that will replace 47,500 water meters with a potential manufacturing defect within the next two years. The vendors, as part of the meter warranty provision, also agreed to install 30,000 radio devices that transmit real-time customer water consumption data and reprogram 17,500 previously installed radio transmitters. The estimated value of the negotiated settlement is \$8.64 million in equipment, installation and reprogramming services. We believe that the removal of all water meters that have a potential manufacturing defect will help improve customer service and restore public trust.

Beginning in April 2019, the county will begin a three-year program in which 102,000 small water meters (47,500 potentially defective and 54,500 out-of-lifecycle meters) will be replaced. Please see the included insert for additional information about the replacement process.

Thank you for your support as we continue to address the decades-old factors that led to the water billing crisis. We appreciate your patience as we work to restore customer confidence in our water and sewer billing system.

For more information regarding the New Day Project, please visit www.dekalbcountyga.gov/newdayproject.

Sincerely,

Michael L. Thurmond
Chief Executive Officer, DeKalb County