



Diversified Water Utility Transition Update

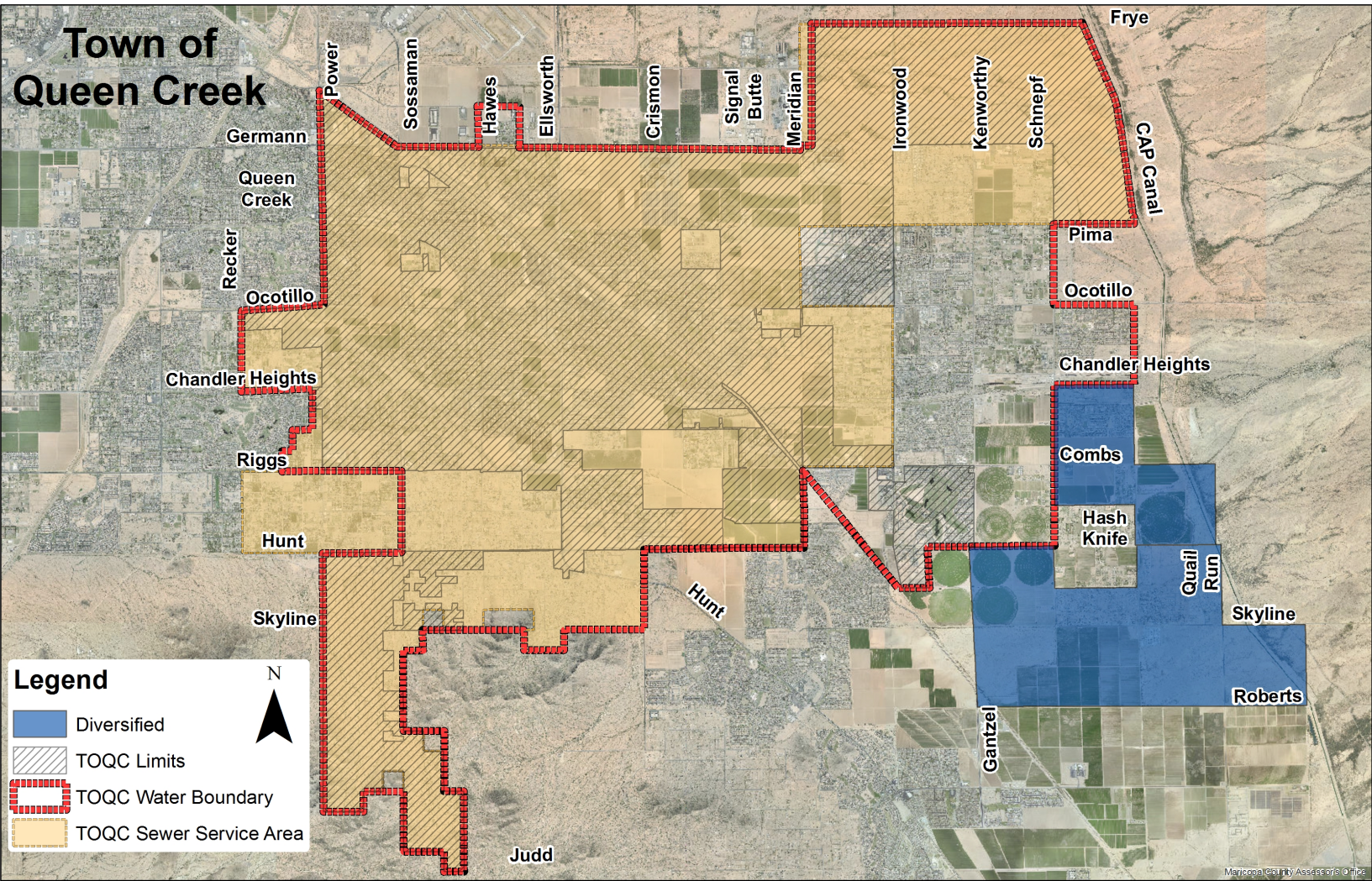
**September 16, 2020
Regular Town Council Meeting**

Diversified Utility Transition





- **Billing Cut Over Date / Transition**
- **Post Transition Activities**
- **Customer Communication Plan**




Town of Queen Creek



Legend

-  Diversified
-  TOQC Limits
-  TOQC Water Boundary
-  TOQC Sewer Service Area

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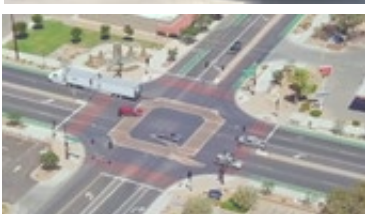


Billing Cut Over Date / Transition

- **Last Diversified Bill – 10/1/2020**
 - September Consumption
- **First QC Bill – 12/1/2020**
 - October and Part November Consumption
- **Create a Clear Separation of Billing for the Customer**
- **Allow Staff More Time to Address Customer Transition Issues**

Post Transition Activities

- **Diversified Customer Meter Upgrade**
 - Current Queen Creek Meter Standard
 - Automated Meter Reading
 - Addition of Consumption Analytics
- **Completion by End of Calendar Year**
 - 1,800 Plus Accounts
- **Use of Budget Savings from Current Meter Change-Out Program**







Customer Communication Plan



End of September

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- **Addition of Page on the Town's Website**
 - **Information in Diversified's Final Bill**
 - **Important Contact Information**
 - **Meter Upgrade Information**
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Customer Communication Plan (Continued)

October

- **Welcome Letter to All Customers**
 - Transition Information (Deposits, Billing Cycle, etc.)
 - How to Pay Your Bill
 - Thank You from Diversified



Customer Communication Plan (Concluded)

December

- **TOQC First Water Bill**
- **Same Cycle and Frequency as All QC Customers**





Questions & Comments