THE CITY OF COLUMBIA HEIGHTS
REDISCOVER THE HEIGHTS

CITY COUNCIL WORK SESSION MEETING

AGENDA SECTION	WORK SESSION
MEETING DATE	FEBRUARY 2, 2026

ITEM:	**Update on Meter Reading and Responses (15 Minutes)**
Presented by Joseph Kloiber, Finance Director	
DEPARTMENT: Finance	**BY/DATE:** Joseph Kloiber /January 28, 2026

CORE CITY STRATEGIES: *(please indicate areas that apply by adding an "**X**" in front of the selected text below)*

_Community that Grows with Purpose and Equity

_High Quality Public Spaces

X Safe, Accessible and Built for Everyone

X Engaged, Effective and Forward-Thinking

_Resilient and Prosperous Economy

_Inclusive and Connected Community

BACKGROUND

In December 2024, the City began the citywide replacement of water meters. Paired with that was the replacement of the prior system of reading water meters. The new system yields substantially more data more frequently, necessitating changes in the way City staff respond to the data and the related communication with customers.

SUMMARY OF CURRENT STATUS

The new systems are in place. Staff has worked through the portion of the learning curve required for day-to-day use of the new tools and has acquired various lessons learned from the related customer contacts. Staff is continuing to refine its use of the new tools.

STAFF RECOMMENDATION

Staff recommends developing a customer policy disclosing the varying levels of City response to customer information provided by the new system and the general criteria for each level of City response.

Requested Council Action/ Discussion Topics / Key Questions
Staff requests that the City Council receive a presentation on the capabilities of the new meter reading system and its use by staff and customers. This will aid the City Council's understanding of the related customer policy under development by staff.

ATTACHMENT(S)

N/A