



GROVE MUNICIPAL SERVICES AUTHORITY

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"Supplying the Grand Life."

December 1, 2015

Dear GMSA Customer:

It was recently discovered that a number of the devices that reads the gas meter and sends the information by radio signal for data collection (commonly referred to as fire flies) in our automated meter reading system (AMR) have become physically detached from the meter. Because of this problem, the fire fly on these meters have failed to detect and report all of the gas usage and in some instances reported zero usage even though the consumption of gas has continued to be accurately recorded on the meter itself. This problem was discovered while performing a manual audit (read) of our system which is done periodically.

Because the fire fly failed to report all of the gas usage (and in some instances zero usage), the line item on your monthly GMSA billing statement over several billing periods would not have reflected the actual usage and therefore you have not been charged for all or possibly none of the gas consumed. As noted above, the gas meter has continued to accurately record gas consumption and thus there is an accounting of the gas usage over the period of time in which the fire fly did not report the usage.

Hence, your current billing statement will reflect the gas usage over the period of time in which the fire fly was not operating correctly. In some instances, the volume of gas for which was not billed through this timeframe may be significant depending upon the length of time in which the fire fly was not operating correctly. In turn, GMSA sincerely realizes that reporting the additional gas usage on one bill will in all likelihood place a financial burden on many of our customers. Therefore, GMSA will work closely with you to allow this payment to be spread over a reasonable period of time at no penalty or interest to your account. In addition, because the fire fly failed to report the usage over a period of time, the unit cost per mcf for this gas usage will be based upon a unit cost per mcf over a 12 month period that is the "median" which results in a reduced unit cost per mcf when compared to the most recent monthly unit cost per mcf.

GMSA sincerely apologizes for what seems to be never ending issues with the data collection portion of the AMR system. Unfortunately, the initial investment into the AMR system by GMSA exceeded \$2 million dollars followed by several hundred thousand dollars to address the problems that have developed since its installation. Shortly after the installation of the system was completed, the company that we purchased the system from went bankrupt and no longer supports their product, warranties, or manufactures any replacement parts. GMSA has been working with another vendor to fill the voids left by that company. We are making progress in resolving these issues but it is a slow process and a financial burden on our gas system. For the immediate future, GMSA will be manually reading all gas meters to assure that your bill is correct.

Again, GMSA apologizes for this problem with our AMR system. If you have any questions and/or would like to make payment arrangements, please do not hesitate to contact the GMSA office between 8:00 A.M. and 4:30 P.M. on Monday thru Friday at (918) 786-5171.