

 Brad McCarty
RMA Customer Quality Manager

450 N. Gallatin Ave
Uniontown, PA 15401

O: 724-439-7845
M: 412-417-1973
Brad.McCarty@xyleminc.com
www.sensus.com



Department of Public Works
2625 East Glendale Ave.
Appleton, WI 54911

June 6, 2017

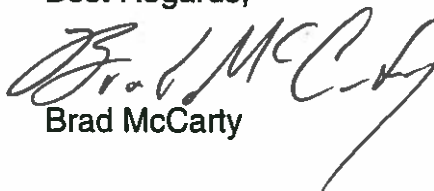
Re: iPERL meter battery testing and firmware updates

Mr. Nathan Loper,

In regard to the 1922 iPERL water meters returned to Sensus on RMA 488139. All meters returned were first verified not to have any excessive battery drain. Once the meters were validated, each was then updated to a newer firmware version that eliminates any future potential for incorrect battery usage. Finally, when the updates were completed, each meter was verified for proper communication and functionality.

Of the 1922 processed, 105 meters failed and will be replaced with a new meter order. The remaining 1817 meters are ready to be returned to Appleton. Sensus not only stands behind the product with the previously conveyed extended warranty, but because of the dual approach of verification and firmware updates, Sensus is fully confident that these meters will remain fully functional for the expected twenty plus year lifetime.

Best Regards,


Brad McCarty