

Memorandum



CITY OF DALLAS

DATE April 2, 2021

TO Honorable Mayor and City Council

SUBJECT **Response to Questions from the March 23, 2021 Advanced Water Metering Technology Briefing – Dallas Water Utilities**

This memorandum is in response to a question raised during the March 23, 2021 briefing, Advanced Water Metering Technology, as to the security of meter read data.

Dallas Water Utilities (DWU) has used automated meter reading since our initial pilot in 2008. DWU uses a Fixed Network Application Server (FNAS) which collects meter reads. The meter reads are stored in a dedicated secure server by our vendor Itron, where they remain until retrieved by DWU. DWU accesses the FNAS application through a password-protected login to select the meter reads as needed from the server for billing.

As part of the City's external financial audit, SAP and billing processes are reviewed annually.

Dallas Water Utilities places the security of customer data at the forefront of all business decisions. As we proceed with hiring an Advanced Water Metering Technology consultant, security of data will be a consideration in the feasibility study and in all future decisions of the utility.

If you have additional questions, please contact Terry Lowery, Director of Dallas Water Utilities, at 214-670-3143.

A handwritten signature in blue ink, appearing to read 'Majed A. Al-Ghafry'.

Majed A. Al-Ghafry, P.E.
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Billieae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Jon Fortune, Assistant City Manager

Joey Zapata, Assistant City Manager
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth Reich, Chief Financial Officer
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors