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In response to City of Calgary municipal customer inquiries related to ENMAX water meter reading, billing and invoicing services, ENMAX engaged an independent third party to conduct a review of ENMAX meter reading, high consumption detection, data and invoicing practices. The investigation focused on three areas:

- the accuracy of the flow of data from meter reading to ENMAX's billing system,
- the validation that the correct consumption volume and correct rates were used through to the correct invoicing to customers,
- and that the City of Calgary's high-consumption identification and notification process was functioning correctly.

ENMAX has reviewed the findings of the independent third party review and has high confidence that its meter reading, high consumption detection, data and invoicing practices are operating effectively and reliably. Highlights of the review included:

- a complete review of all water meter reads dating from January 2015 through July 2017 to their equivalent records in the billing system. The independent third party identified that the records matched or were inherently unmatchable for acceptable reasons (such as proration, or estimation), and in the few instances requiring additional investigation, ENMAX is completing a review. Of note, none of the instances requiring review are related to high water consumption.
- a review of a statistically significant sample of invoices over the same January 2015 through July 2017 period with the findings that all invoices had the correct consumption, rate information and water billing calculations,
- and a test of the process that ENMAX uses to identify abnormally high consumption reads. ENMAX has reviewed the results and confirms that the process is operating as intended.

This will complete the engagement for independent investigation of ENMAX's water meter reading and billing practices related to the service agreement with the City of Calgary's water utility. ENMAX is pleased with the extensiveness and thoroughness of this review and therefore continues to have a high degree confidence in its systems and practices. No further actions are required by ENMAX as a result of this investigation and ENMAX believes that this closes any outstanding obligations.

Sincerely,

A handwritten signature in dark ink, appearing to read "Corry Poole", written in a cursive style.

Corry Poole
VP, Customer Experience