

# CLAYTON, NC

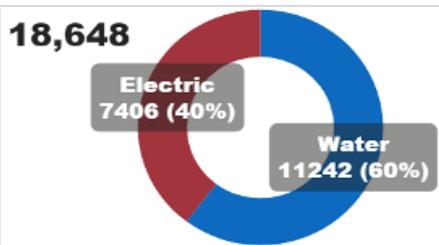
## SINGLE NETWORK WATER AND ELECTRIC AMI DEPLOYMENT

CASE STUDY  
AUGUST 2021



[www.MeterSYS.com](http://www.MeterSYS.com)

After two years of planning and solution selection, the Town of Clayton, based in the Raleigh-metro area, was ready to move forward with implementation of advanced metering infrastructure (AMI) serving both water and electric utilities. Town staff recognized this large project would require a dedicated and experienced firm to oversee implementation; MeterSYS was hired to serve as the Project Manager to lead the AMI implementation program of work. Consisting of network installation, multiple software integrations, system-wide meter replacement and an organized customer notification and education program, AMI implementation touches multiple departments internally and every water and electric customer served by the Town. With such high visibility, having a trusted advisor to steer the utility through all major decision points, organize the multiple vendors involved, lead, and document all meetings, and be the main point of contact for making sure the project is completed on time and within budget proved critical for successful deployment.

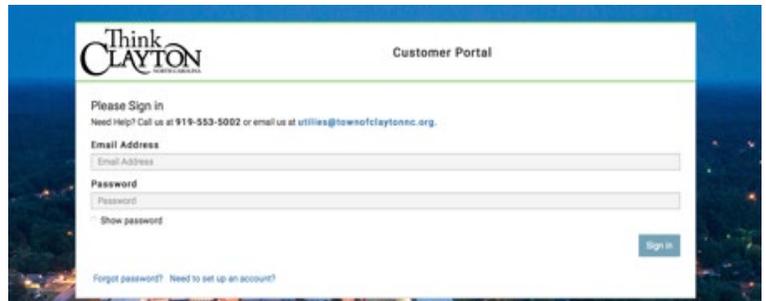


Meters Reporting on AMI Network

One of the main drivers of this project was to allow both water and electric utilities to operate on the same network using the same software application. While the utilities operate very differently, with unique processes and protocols, the Sensus FlexNet system the Town of Clayton deployed is considered an industry leader for multi-commodity utilities looking to leverage interoperability and share in the financial contribution. Despite the simplicity of a singular system, there are plenty of complexities in the purchasing and implementation decisions for AMI. The

customization of the applications and alert thresholds, integration of the different software applications, and incorporation of the data to existing workflows to drive efficiencies are all challenges that must be overcome in order to achieve success. MeterSYS supported the Town through due diligence on the front-end of the project, quality control measures such as work order checks and database comparison throughout implementation, and change management elements such as job-specific training on the back end.

The Town now has an AMI system that provides more timely and accurate reads electronically and on-demand, improved data to reduce non-revenue water loss, a customer portal to engage with customers about their energy and water usage, and improved operational efficiency thanks to utilizing system alerts and reports to pinpoint issues.



	<b>Total Project Cost: \$5,018,090</b>
	<b>Number of Water Meters Replaced: 11,242</b>
	<b>Number of Electric Meters Replaced: 7,406</b>
	<b>Timeline of Implementation: 21 Months</b> <b>*12 Months for Meter Deployment</b>

For an assessment of your options for deploying AMI, contact us at [info@etersys.com](mailto:info@etersys.com). Visit us at [www.etersys.com](http://www.etersys.com).

