703 West Johnson Street
Raleigh, NC 27603
844-881-8685
www.metersys.com
info@metersys.com

MeterSYS®

SINGLE NETWORK WATER AND ELECTRIC AMI DEPLOYMENT IN A HIGH-GROWTH TOWN

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. MeterSYS guided them from feasibility to implementation resulting in an integrated system that provides timely and accurate readings electronically and on-demand, improves data related to reduce non-revenue water loss, engages customers through an online portal about their energy and water usage, and improves operational efficiency across all Town departments.

THE CLIENT: TOWN OF CLAYTON

The Town of Clayton – located just outside of Raleigh, NC – is a fast growing community known for its small town ambiance, great schools, quality housing choices, and easy access to the nation's primary arteries, I-95 and I-40. Clayton has grown by more than 275% since the year 2000 to a current population of 26,307. At this rate, Clayton could easily exceed a population of 50,000 by the year 2050.

THE PROBLEM: A UTILITY SYSTEM THAT NEEDED TO KEEP UP WITH GROWTH

With that impressive growth comes the responsibility to prepare plans and make investments that proactively manage development while taking advantage of opportunities and dealing with challenges in the community. One such challenge was the implementation of AMI to serve both water and electric utilities and streamline operations. Having identified areas of concern and deficit, the Town knew they needed to address the following:

- High growth community with an increasingly savvy customer base seeking more insight into utility usage
- Water and electric utilities operating in separate and different systems that were aged and manually time intensive
- Reduce truck rolls and greenhouse gas emissions

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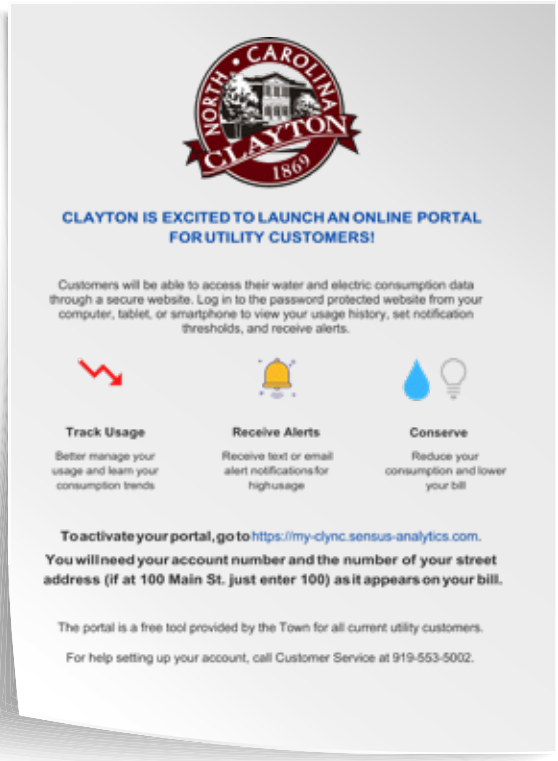
▶ THE METERSYS SOLUTION

With so many decision points and components to consider when developing a solution, the Town recognized that they needed support from a dedicated firm that can provide not only expertise, but risk mitigation strategies to eliminate any potential issues. With a proven process and over 30 client success stories, MeterSYS was hired to serve as Project Manager to lead in the Single Network AMI implementation and streamline town operations.

As Project Manager, MeterSYS oversaw:

- Network installation and a robust testing program
- Multiple software integrations
- Enhanced asset management process and data capture
- Organized customer notification and education program

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 implementations, and change management elements such as job-specific training on the back end.


NORTH CAROLINA CLAYTON 1869

CLAYTON IS EXCITED TO LAUNCH AN ONLINE PORTAL FOR UTILITY CUSTOMERS!

Customers will be able to access their water and electric consumption data through a secure website. Log in to the password protected website from your computer, tablet, or smartphone to view your usage history, set notification thresholds, and receive alerts.

Track Usage
Better manage your usage and learn your consumption trends

Receive Alerts
Receive text or email alert notifications for high usage

Conserve
Reduce your consumption and lower your bill

To activate your portal, go to https://my-clync.sensus-analytics.com.
You will need your account number and the number of your street address (if at 100 Main St. just enter 100) as it appears on your bill.

The portal is a free tool provided by the Town for all current utility customers.

For help setting up your account, call Customer Service at 919-553-5002.

▶ THE OUTCOME: A METER ABOVE THE REST

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.

With its new AMI solution, the Town now offers:

- A more efficient automated meter reading process, with no job loss to Town employees
- Improved electricity outage response and proactive continual flow notification for water
- Customer portal for the savvy and engaged customer, with usage tools to monitor and control consumption
- Standardized metering equipment and improved processes for device and data management

THE METERSYS DIFFERENCE

$5,018,090
Total AMI Project Cost

11,242
Water Meters Replaced

7,406
Electric Meters Replaced

12
Months for Meter Deployment

MeterSYS went above and beyond the industry standard by serving as a trusted advisor and extension of Town staff from the start of the project. The Town realized the following benefits by choosing MeterSYS as a trusted partner:

- Weekly meetings with Town officials from every department to ensure clear understanding and communication
- Department-specific training conducted over the course of one year
- Increased vendor accountability through consistent field and database audits conducted by MeterSYS
- Newly established inventory to account for every meter in the ground, to offer a better representation of customer reach
- Initiated and oversaw testing phases, strategically scheduled during the duration of the project
- Developed and executed a customer notification strategy on the Town website including dates of installation and information on the new meters

MeterSYS®

Our company was founded on the clear need for public utilities to have an experienced and trained AMI advocate for each aspect of smart metering assessment and implementation.

WE...

- Represent the interests of utilities among manufacturers and distributors to ensure you solution is the right solution for your utility goals.
- Value transparency in our actions and believe that through positive disruption of the smart metering market, we can shift more value and sustainable benefit of AMI investments to our clients.
- Serve as a resource and advocate for utilities and help our clients improve operations, enhance revenues, and provide greater service for their customers.

ABOUT US

MeterSYS provides a full spectrum of AMI services including feasibility, network design, procurement, implementation, and post-deployment systems enhancement. We help utilities evaluate and upgrade infrastructure, technology and operations to meet and exceed regulatory standards.

MeterSYS will help you leverage your network and put your data to work:

- Post-AMI Initiatives, including customized staffing reallocation plans; maintenance standards; performance protocols; DMAs; pressure monitoring; leakage management solutions
- IoT and edge devices; network security/ privacy; emergency and disaster recovery; third-party software solutions
- Customer portal; rebate and conservation initiatives; open data platform

BENEFITS OF AMI

- On-demand read capability
- Improved asset management
- Increased efficiency and conservation
- Enhanced customer service