

# City of Parsons, TN

Itron Technology Helps Streamline Data Collection Processes and Save Taxpayer Dollars

## OVERVIEW

The City of Parsons, Tennessee is located along the Tennessee River between Memphis and Nashville. The city utility provides gas and water resources to a mix of residential and industrial customers across a 3.14-square-mile, primarily rural service territory.

Facing accessibility hazards, such as unfriendly dogs and hard-to-reach equipment when attempting to collect meter data throughout the county, the utility aimed to improve operational efficiency and customer service. In 2014, The City of Parsons Utility partnered with Itron to automate the meter reading process.

With approval from the city mayor, the City of Parsons began equipping several customer's meters with a communication module, bringing automation to a substantial part of their service territory. Since the utility was already familiar with handhelds, the transition to an automated meter reading system (AMR)—allowing the utility to gather reads by driving down the street in a van with a mobile collector—was seamless and intuitive for the staff. Deploying the technology has allowed the City of Parsons to take full advantage of the drive-by data collection capabilities, leaving field personnel free to focus on special projects and enhancing customer service.

## BENEFITS

Automation has allowed the utility to read endpoints remotely in a fraction of the time it took to read the old ones, saving time and money. With Itron's mobile collection technology equipped inside a vehicle, the need to walk door-to-door is eliminated. This has greatly reduced the time it takes field personnel to read meters from what used to take an entire week, to what now takes under six hours. Because the technology can register signals from a half-mile away, readers can cover large parts of the county with a simple driving route. "Itron's mobile software is used by our customer service team on a daily basis. For 30 percent of calls we go into the system to have a conversation with our customers about usage patterns to give them a clear picture of their use," said Martin. "The ability to punch in an account number and see the usage history, two clicks to drill in to details instantly—it's invaluable."



## CUSTOMER

» City of Parsons, Tennessee

## SERVICE TERRITORY

» The City of Parsons, Tennessee delivers gas and water to 2,385 customers across a 3.14-square-mile, primarily rural service territory.

## SOLUTION

» Itron Advanced Meter Reading Solution

"By implementing automation collection capabilities, we have seen exponential cost savings in regards to taxpayers' dollars and company expenditures. For a small town, Parsons is very technologically advanced, and we plan to keep up with innovations for further efficiencies and enhanced customer service."

— Lee Villaflor  
*Utilities Superintendent*



In addition to eliminating meter accessibility issues and streamlining the meter data collection process, the City of Parsons has more time to meet the needs and demands of its customers. The utility now has a committed GIS Mapping Department dedicated to transforming physical drawings of gas and water lines throughout the county into digital computer records. The map not only serves to help the utility find the exact coordinates for concerning underground pipes or meters, but also serves the community's economic growth.

The utility has opened its doors and mapping information to assist the Parsons community. They've already sent important line information to the mayor's office, police departments, fire stations, new business developers and many interested city residents.

### **WHAT'S NEXT?**

Since the utility has the opportunity to shift focus to improvements in other areas of the city, it has plans to install a digital monitor to visually display its water, gas and waste lines throughout the county, allowing for better collaboration and problem-solving opportunities amongst utility staff.

Additionally, the utility has plans to transform the map into an easily accessible smart phone application for accuracy and improved visibility for personnel in the field. Many on the utility staff foresee the potential for fewer truck rolls and even greater efficiency as the utility continues to implement available technology.



Join us in creating a more **resourceful world**.  
To learn more visit **itron.com**

While Itron strives to make the content of its marketing materials as timely and accurate as possible, Itron makes no claims, promises, or guarantees about the accuracy, completeness, or adequacy of, and expressly disclaims liability for errors and omissions in, such materials. No warranty of any kind, implied, expressed, or statutory, including but not limited to the warranties of non-infringement of third party rights, title, merchantability, and fitness for a particular purpose, is given with respect to the content of these marketing materials. © Copyright 2015 Itron. All rights reserved. 101455CS-01 12/15

### **CORPORATE HQ**

2111 North Molter Road  
Liberty Lake, WA 99019 USA

**Phone:** 1.800.635.5461

**Fax:** 1.509.891.3355