



City of Greenfield

Itron AMI Drives Cost Savings, Customer Service Improvements

OVERVIEW

Since 2001, the City of Greenfield had been utilizing Itron technology to efficiently gather meter usage readings for its 17,000 electricity and water customers. With a staff of three people spending 20 days per month reading meters, city staff desired a more efficient way to read meters accurately while eliminating truck rolls and time consuming activities that could save staff time and money, allowing them to focus on other activities.

SOLUTION

In 2012, the city began replacing its electric meters and upgraded water communication modules, migrating to Itron's ChoiceConnect Network system. In addition, the city leveraged Itron to host the entire system.

"With our limited staff resources, having Itron host our system works very well. All the little problems we have, Itron fixes," said Bob Fink, meter foreman for the City of Greenfield. "We are glad to have Itron host our system; it saves us time and money."

Since city employees were already familiar with Itron systems, training and troubleshooting provided over a three-day period empowered city employees to go out and deploy the new technology on their own without any issues.

"One employee, Anthony Harlow is taking care of all of the water change-outs himself. The Itron solution has allowed us to comfortably deploy and operate with existing resources," added Fink.



CUSTOMER

» City of Greenfield, Indiana

SERVICE TERRITORY

» 17,000 endpoints across 25-square-mile service territory

TECHNOLOGY

» Hosted Itron ChoiceConnect® Network

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— Bob Fink,
Meter Foreman



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— Bob Fink,
Meter Foreman

BENEFITS

With network installation nearing completion, the city is already seeing tangible results.

“At one point, we had three people reading 20 days per month. Now we’re down to three to four days of meter reading activities per month and the network pretty much eliminated truck rolls all together,” said Fink.

In addition to virtually eliminating the labor-intensive aspects of reading meters, the city is very pleased with its 99.9 percent read rate for electricity meters as well as the read rates for water endpoints located in pits.

In addition, city staff have already leveraged data from the network to proactively identify abnormalities in use and alert customers before they even know about the leaks on their own property.

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WHAT’S NEXT

Now that the City of Greenfield is collecting usage data regularly and reliably, it has begun offering electricity customers the opportunity to sign up for a web-based application where they can take a more hands-on approach to resource management. This web portal combined with proactive leak identification and information sharing with customers will continue to pay dividends for the utility for years to come.



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