Streamlining the customer experience with next-level AMI Day 2 opportunities

Consulting case study
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Key takeaways

- After deploying a new advanced metering infrastructure (AMI) system, a Canadian water utility wanted to leverage its investment to improve value, save money, and satisfy regulatory commitments to improve the customer experience.
- The utility worked with E Source to better understand the breadth of Day 2 opportunities its AMI implementation made possible.
- With E Source's help, the utility took advantage of its Day 2 opportunities, including launching a user-friendly online portal that welcomed more than 40% of the utility's customer base to self-serve.

The challenge

After deploying a new AMI system with over 85,000 smart meters in the field, a Canadian water utility wanted to leverage its investment to improve value to its customers and its engineering staff. The utility hoped that by doing so, it would be able to save money and help customers save money, while satisfying regulatory commitments to improve the customer experience.

Ready to explore your AMI implementation's full potential with Day 2 opportunities?

Contact our team to learn more about our expertise and how we can help.

The solution

To learn more about additional benefits available from its AMI implementation, the utility turned to E Source for guidance. E Source worked closely with the utility's project manager to thoroughly evaluate and explore all Day 2 opportunities. Day 2 opportunities are a variety of benefits made possible by AMI. Examples include:

- A customer portal
- District metered areas (DMAs)
- Improved leak detection
- Customer notifications

The results

With E Source's assistance and recommendations, the utility took advantage of its Day 2 opportunities. It launched an intuitive, user-friendly online portal and welcomed over 40% of its customer base to self-serve. The utility can now keep customers informed of water leaks with push notifications, both via the portal and to customers not yet signed up for the portal.

The utility is also using AMI data-driven algorithms to assist with calculating flow in and out of each DMA—an innovative way to facilitate distribution system leak detection.

As the utility continues to take advantage of Day 2 opportunities, E Source remains a supportive guide, helping the utility improve its meter services business processes and nurturing the utility's partnership with the AMI system vendor.

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