



BALTIMORE GAS & ELECTRIC CO.

Installation of an AMR System and Other
Meter-related Activities

PROJECT DESCRIPTION & SCOPE

Baltimore Gas & Electric Company (BGE) began a contract with VSI Meter Services, Inc. (now Grid One Solutions, Inc.) in September 1998 and continues to date with more than one million gas and electric meters automated, in addition to a variety of other meter-related activities. These activities include gas and electric meter installations, gas meter change-outs, gas leak detection, non-functioning ERT surveys and TOU Re-Programming. ITRON is the meter technology utilized to support this automation effort.

PROJECT GOALS

The primary goal was to improve the efficiency and accuracy of its meter reading and customer service operations. The ultimate goal of this complex project is to enhance BGE's overall service to its customers, now and in the future.

SERVICES PROVIDED BY GRID ONE

- ▶ Install gas and electric meters
- ▶ Install AMR devices for both gas and electric meters
- ▶ Perform gas meter change-outs
- ▶ Gas leak detection
- ▶ Conduct non-functioning ERT survey
- ▶ Call Center and dispatching services
- ▶ TOU Re-programming

PROJECT RESULTS

Grid One continues to meet and/or exceed BGE's expectations regarding budget and schedule, as well customer service. In fact, BGE has presented an Outstanding Customer Service Award to the project team.

