



CITY OF CINCINNATI, OHIO

Turnkey Installation and Project Management
of an AMR System

PROJECT DESCRIPTION & SCOPE

The Greater Cincinnati Water Works (GCWW) contracted with VSI Meter Services, Inc. (now Grid One Solutions, Inc.) to provide a complete turnkey solution for their AMR project. Acting as the prime contractor, the project team was responsible for the delivery, installation, testing and implementation of a fully- deployed AMR system to the 235,000 customers served by GCWW. This project started in 2003. Water meters were replaced and AMR modules added for a mobile read system. The meters and AMR modules were provided by Neptune Technology Group and sizes ranged from 5/8" to 2".

PROJECT GOALS

- ▶ Reducing overhead costs for GCWW
- ▶ Achieving a return on the City's investment
- ▶ Reaping business value on time and on budget within months from the launch of the project

This complex project had the ultimate goal of streamlining the manner in which GCWW conducts its business. With the completion of its AMR project, the new billing system continues to provide City employees with improved access

to integrated information which allows the staff to serve customers in the most efficient manner possible.

SERVICES PROVIDED BY GRID ONE

- ▶ Managing the citywide AMR initiative
- ▶ Gathering requirement information from city representatives and outside vendors
- ▶ Coordination of all equipment procurement, inventory and installation services
- ▶ Developing functional design documents
- ▶ Performing quality assurance tests for the approximately 235,000 meters and AMR equipment that was installed
- ▶ Call Center and dispatching services
- ▶ TOU Re-programming

PROJECT RESULTS

The program was completed on schedule and within budget, and was widely recognized for its attention to the needs of GCWW's customers, nearly 60% of which had indoor meters. This extremely successful project has allowed GCWW to achieve its stated goals of improved customer service, increased read rates and accurate billing.

