

Project profile

City of Anderson

Anderson, Indiana



Cut operational costs and improve services with meter replacement projects

Like many communities, the City of Anderson wants to provide excellent services to residents – and be sure taxpayer money is well-spent. Johnson Controls is helping the city do both by installing more accurate electric and water meters that are integrated with other communication technologies in the city. These communication upgrades will improve emergency response times. The meter upgrades are designed to pay for themselves through increased operational savings and a more accurate billing system. The upgrades were made possible through a new law giving Indiana communities the ability to use longer-term performance contracts to manage water and wastewater projects.

Hi-tech power and water meters

The city was prompted to upgrade its electric meters after a series of severe ice storms. Anderson Municipal Light and Power crews were unable to determine power outage areas and respond as quickly as they would have liked. The city upgraded 37,000 electric meters, which now have the ability to immediately communicate a power outage at a home or business. That means that in an emergency, utility crews can react quickly to assist specific outage areas rather than waiting for citizen calls.

Johnson Controls also upgraded more than 23,000 water meters featuring a new Advanced Metering Infrastructure (AMI) system. AMI allows city employees to gather water usage data without manually reading meters. The system improves operations and saves costs by eliminating time- and fuel-intensive trips to homes for meter readings, improving the accuracy of the metering system which means better city services, and identifying anomalies which can indicate potential leaks, theft and tampering. AMI results in reduced meter reading costs and liabilities.

Don't forget public relations

As part of its service to the city, Johnson Controls provided communications assistance to educate residents about the new meter program. Public relations professionals coordinated a groundbreaking event and news conference involving city leaders, the state lieutenant governor and other dignitaries. The project was covered by local media, along with national trade publications including *American City & County*, *Public Works* and *American Water Works*.