



Ensuring a smooth AMI rollout with QA

Consulting case study

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Key takeaways

- Because of technology and staff limitations, a California water utility struggled with planning and implementing a QA program during its advanced metering infrastructure (AMI) rollout.
- Knowing the importance of fieldworker safety and a smooth meter installation process, the utility decided to find an implementation support partner.
- E Source partnered with the utility and its vendors to provide top-notch audits for installation and data quality. Having E Source on board improved the customer experience, avoided potential procedure and safety issues, and reduced revenue losses.

The challenge

A California water utility struggled with planning and implementing a QA program for its [44,000-meter AMI deployment](#). The utility needed to ensure its meter installation vendors were safely providing quality work. Limited resources and existing technology made it challenging for the utility to perform QA and prevent issues such as leaks or mismatched module serial numbers.

Do you need help implementing an AMI system?

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

The solution

E Source provided project implementation services for the utility, assisting with every stage, including QA. Working alongside utility staff and the meter installation vendor, E Source kept the rollout moving smoothly and safely.

The E Source team performed in-field quality audits to:

- Ensure correct installation
- Check for leaks
- Confirm that meter pit lids fit properly

The team also monitored whether the installation contractor followed the utility's specifications and worked safely on-site, providing remedial training as needed. Simultaneously, the E Source team performed data quality audits on the installation contractor's work order portal.

E Source experts ensured that:

- The vendor installed the meters correctly and on time
- The system was providing accurate meter readings
- Installers left the customer premises in good condition

The results

E Source's support and expertise helped the utility define its QA program and choose the best work order management system to schedule and complete the installations. Then, E Source field experts carried out the QA program.

QA inspections identified leaks at 4% to 5% for meter installations. Process improvements reduced the rate to 3% to 4%. Reductions in leaks and early identification reduced revenue loss for the utility and improved the customer experience.