

CASE STUDY: Meter Reading Optimization

The Situation

Meter reading remains a critical first-step in the utility billing and collection process. Even in today's world of technological advances, meter reading is still a very costly, labor-intensive activity. Any delays or errors in the meter reading department have direct billing, revenue, customer satisfaction, and regulatory impacts that must be addressed.

A large electric cooperative in Florida wanted to improve their meter reading completion rate and accuracy. Meter reading was an outsourced business function and this utility experienced consistent quality and production issues across its' large territory. As a JD Power recipient of customer satisfaction awards and boasting a very high ACSI score, the decision was made to bring in a new solution provider.

CCI's Solution

The electric cooperative chose CCI as their Meter Reading partner due to our proven success on a smaller AMI deployment project and our project management expertise. We immediately collaborated with the client and developed a detailed mobilization plan after our key operational stakeholder meeting. This meeting is critical in detailing the expectations and deliverables required and to establish a clear communication plan – which is a key to success.

The mobilization lasted about thirty days and included project management, resource planning, recruitment, training, performance management, quality assurance, fleet, tools, office, and technology.

CCI was ready to go and delivered optimal meter reading services from day one.



The Results

- ◆ CCI offered immeasurable improvement across the board
- ◆ CCI increased completion rate by 27%
- ◆ CCI discovered “found meters” reducing unbilled revenue
- ◆ Misreads decreased by 60%
- ◆ Skipped reads were cut in half.

For more information, please contact:
Mike Maguire, Vice President
610-960-4110
mmaguire@contractcallers.com