

## CASE STUDY: Smart Grid Support—No Meter Left Behind

### The Situation

Like most utility companies, a large mid-western energy company made significant investments to prepare its distribution grid for future demands and more efficient operations through advanced monitoring, information, communications, and integration. This is the smart grid. The Ohio Commission was one of the first public utility commissions to approve a full smart grid deployment. As such, the business case to realize the economic benefits delivered by the smart grid required that every end-point possible was connected to the grid. Most benefits of AMI are derived from the deployment success rate of electric and gas meters. This particular energy company has a territory with a very high percentage of indoor meters, barred access situations, and associated meter access issues. They needed a partner that could optimize the installations of 1.3M electric end points and 600k gas end points.

### CCI's Solution

The company chose CCI as their AMI installation partner for the Ohio deployment due to our extensive experience working in dense urban areas and our proven “Hard to Access” process. CCI deployed a waterfall approach applying increasing levels of effort to identify right party contacts and make appointments for access. Our field force made multiple cold call attempts while we generated appointments via our back office. We leveraged LiveVox's HCI Live Agent platform, and skip traced to update all incomplete telephone information using Lexus Nexus, Experian, TCI and manual skip tracing. Our outbound letter-mail strategy utilized IMB codes to know the exact moment to call the customer based on them getting our mail on that date. This technique vastly improved our success by following up with the right contact at the right time with the appointment options already provided to them in writing via our letter series.



### The Results

- ◆ CCI finished the project safely and ahead of schedule
- ◆ 100% contract compliance with installation service levels
- ◆ Our hard to access process included disconnects for no-access utilizing multiple bucket crews
- ◆ 50% of HTA disconnects at the pole resulted in same day smart meter installation
- ◆ 98% of HTA population was resolved

For more information, please contact:  
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