

CASE STUDY: Supporting Your AMI Business Case

The Situation

A Northeastern utility has a large diverse service area covering 2,100 square miles. The company began replacing their current electric meters and gas modules around 2013. Together, the new system will better handle future energy demands and provide more efficient operations through advanced monitoring, information, communications, and integration. The benefits of this smart grid are derived from the deployment success rate of electric and gas meters. The utility's territory has a very high percentage of indoor meters, barred access situations, multi-unit dwellings, and associated meter access issues. They needed a partner that could optimize the installations of their hard to access meter population and help reach the installation rates required by their AMI business case.

CCI's Solution

CCI was selected as the AMI installation partner for the "Hard to Access" population due to our extensive experience working in dense urban areas and our proven "HTA" process. Our strategy included skill-based work routing based on the complexity of the job as well as applying increasing levels of effort to identify right party contacts and make appointments for access. Our team consisted of electric meter technicians, linemen, ground hands, gas module technicians, and certified gas fitters capable of addressing 100% of the issues encountered in the field. Our canvas teams made multiple cold call attempts while our call center generated appointments. Our back-office skiptraced to update all incomplete telephone information using Lexus Nexus, Experian, TCI and manual skip tracing. Our outbound letter 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 cleaned up over 90% of the HTA population
- ◆ We experienced a 96% completion rate for appointment driven work
- ◆ 100% contract compliance with installation service levels
- ◆ Our hard to access process included disconnects for no-access utilizing multiple bucket crews

For more information, please contact:
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