



KANSAS CITY, MISSOURI WATER SERVICE DEPARTMENT

Installation of an AMR System

PROJECT DESCRIPTION & SCOPE

The Kansas City, Missouri Water Services Department contracted with VSI Meter Services, Inc. (now Grid One Solutions, Inc.) to be responsible for the delivery, installation, testing and implementation of a fully-deployed automatic meter reading system to approximately 175,000 customers served by Kansas City, Missouri Water Services Department. Beginning in May 2006, the 36-month project required the complete replacement of approximately 108,000 water meters that were AMR non-compatible and AMR modules were installed on the balance. Sizes ranged from 5/8" to 2". Hexagram was the meter technology employed in this automation project.

PROJECT GOALS

The primary goals were to reduce long-term costs, improve the efficiency and accuracy of its meter reading and increase the effectiveness

of its customer service operations. This complex project aimed to enhance the business processes that directly affect the department's customers now and in the future.

SERVICES PROVIDED BY GRID ONE

- ▶ Assuming responsibilities as the prime contractor
- ▶ Installing AMR meters
- ▶ Retrofitting AMR modules
- ▶ Call Center activities for appointment scheduling, dispatching and follow-up field services

PROJECT RESULTS

The Grid One project team successfully completed this AMR deployment on time and on budget.

