

HOW A LARGE MIDWESTERN UTILITY USES **MYMETER** TO BRING EASY, FAST USAGE DATA AND ANALYTICS TO COMMERCIAL CUSTOMERS

For years, commercial customers and account management personnel of a large public utility struggled with the outdated limitations of their multivendor web presentation platform.

With over 4,000 commercial accounts, limitations of the MV platform were becoming increasingly frustrating, and lacked support of many browser, smart phone and tablet devices. By switching to MyMeter, utility personnel and large accounts saw instant improvements. Because of the ease of use and functionality improvements, more customers are visiting the platform daily and often able to help themselves with no intervention from utility staff.

CHALLENGES

The utility company offered commercial customers meter data access through an aging web platform which was becoming much less useful for customers due to lagging browser and device support issues. In addition, customers could only see historical data and could not view same day meter interval data.

SOLUTION OVERVIEW

MyMeter is a turn-key, cloud-based system for meter data presentment, analysis and utility customer self-service. MyMeter was implemented to directly connect to the utility's Command Center software to pull in data several times a day, providing customers quick access to solve problems and answer questions.

Consumption, Demand, Reactive, Apparent, and Power Factor data from more than 6,900 meters at over 4,000 utility accounts is available for users to view and analyze on their smart phones and desktops through the MyMeter portal.

Utility Strategic Account Representatives are also able to provide increased customer service by working closely with their customers to gather specific premise information on their mobile devices while working face to face during on-site visits. Each month, dozens more customers begin adopting and using the system. MyMeter is so easy and intuitive to use that rarely do they need any support or even any contact from a utility staff member.

SOLUTION COMPONENTS

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**AMI Head-End
Meter Data
Collection**

**Integration
Services**

mymeter



PROJECT HIGHLIGHTS

Putting near-real time meter data in customer hands in a very user-friendly, intuitive interface has delivered clear advantages to commercial customers.

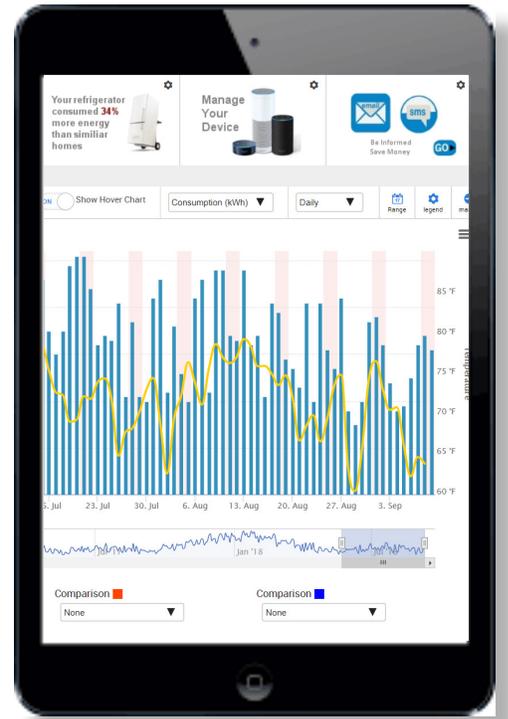
Smooth Outage Recovery for a School.

After a storm, an area school lost power and needed to confirm if the service was fully restored prior to 5:00 AM, or else notify parents. Using the MyMeter interface, school personnel could use their smart-phone from their home to confirm that power was restored just after midnight. They could also see that overnight usage was similar to the prior day. The old solution, with its manual upload of data would have been no help.

Fast (Self) service for a major Industrial Customer.

A large industrial customer called on a Monday, requesting a short notice meeting to examine some service & billing issues. The utility scheduled a meeting and pointed the customer team to the MyMeter site, seamlessly integrated and branded on the utility's website.

Two days later when the utility account team arrived at the site to meet, they found that the customer already had three users working with MyMeter. They had progressed on their own and analyzed their service and pinpointed the power factor problem to a single piece of equipment on one of the lines. All without any help from utility staff.



Customer success stories like these are consistent events. The ease of use provided by the MyMeter platform allows even the smallest customers to successfully analyze usage, finding the source of high bills or analyzing rates to find opportunities to save. The temperature correlation feature in MyMeter makes it easy to see how outside temperature affects usage and billing. Small customers also use the tool to manage demand and keep their bills under control.

SOLUTION BENEFITS

Automatic update of all interval meter data six times a day.	Ability for customers to track issues and solve problems in real time. Support for a wide variety of units of measure (e.g. Consumption, Demand, Reactive, Apparent, Power Factor).
Modern look and feel.	Works with all popular browsers, smart phones, tablets.
Intuitive interface.	End customers use the platform for self-service with no training and often no interaction with utility staff.
Best-in-class security.	Aligns with utility wide security practices and standards.
Visual analysis & temperature correlation.	Makes it easy for customers to see how weather impacts usage.
Data available for all customers all the time.	Customers who have never used the platform can jump right in when they need it and the data is ready and easy to use.
Better customer engagement/less staff time.	Helps utility make the most of its resources and time.