

A photograph of two men in a control room. The man in the foreground is wearing a blue and red plaid shirt and is pointing at a computer monitor. The man in the background is wearing a dark shirt and is looking at the same monitor. The monitor displays a complex interface with various charts and data points. The background is slightly blurred, showing a window with a view of a building.

Deriving Value with Enhanced Maintenance Services

Pepco Holdings & London Hydro

Itron's Enhanced Maintenance Services (EMS) team provides a variety of product consulting, evaluation, training and system upgrade services which can be set up as renewable and recurring services that are added to your active maintenance agreement. We understand there are times when you may require additional services that extend beyond your standard maintenance agreements. We deliver results-based outcomes while providing access to Itron's most knowledgeable experts. Our technical experts are "at your service" to provide you the best solutions for your business needs.

Customers are already reaping the benefits of EMS by optimizing system performance, bridging knowledge gaps through basic and advanced system training, identifying process efficiencies and simplifying day-to-day operations.

PEPCO HOLDINGS

Overview

Based in the mid-Atlantic region, Pepco Holdings (PHI), an Exelon Company, serves over 2 million electric and gas customers across 640 square miles in multiple regulatory jurisdictions. PHI consists of electricity transmission and distribution operations in the District of Columbia and portions of Maryland, Delaware and New Jersey, and retail natural gas distribution operations in northern Delaware.

Opportunity

In 2012, PHI replaced and integrated multiple legacy CIS and billing systems into a single system utilizing centralized data management for interval billing and demand response. After this implementation, the Enhanced Maintenance Services team was onsite for 18 months conducting business and technical assessments to provide expertise, insight and recommendations for program enhancements.

Solution

The technical assessment ultimately led to suggested efficiency improvements in system design and processes, ensuring data integrity, in order to prepare for an upcoming peak-time-rebate (PTR) program. These services provided insight on outages, upgrade processes and maintenance to minimize impact to business. PHI's SolutionOne team collaborated with Itron throughout this entire process and was Itron's first EMS customer. Itron provided and continues to provide EMS services to PHI with the goal of focusing on improving business processes, and resolving critical and complex billing issues. Specifically, some of the activities performed (above and beyond normal maintenance

and support), as part of EMS, include: analysis of common issues, in-depth IEE MDM knowledge transfers, preparation and business operations readiness for CIS conversion, reporting, standardization of processes and documentation, and identifying meter issues. In one year, the EMS team implemented process changes to identify data discrepancies, thereby leading to the reduction of estimations by 267k per month, for a total of 3.2 million less historical estimations over time.

By having dedicated resources, such as business and technical consultants, and support services team members, PHI relies on the Itron team to familiarize themselves with the IEE application and environment which leads to network performance improvements, health checks for system performance and controls to help monitor performance. All of these key activities lead to valuable business outcomes such as improving operational efficiency, streamlining processes and practices, reducing waste and costs, and increasing operator confidence and skill.

"Itron's support and collaboration has enabled us to really understand the data and how we can use the data to report on key performance indicators, track trends to help us identify and proactively address issues, and evaluate processes for improvement opportunities."

-Tina Lloyd, Manager, Field & Meter Services, PHI

267k estimation reductions per month

3.2 million less historic estimations over time

100% exception resolution rate (averaging 7,600/month and 350/day)



**London
Hydro**

LONDON HYDRO

Overview

London Hydro is a Local Distribution Company that services the city of London in Ontario, Canada. With a peak load of 719 megawatts, London Hydro delivers a safe and reliable supply of electricity to over 155,497 customers from the residential, institutional, commercial and industrial sectors, through 2,009 miles (3,233 kilometers) of overhead and underground cables, spanning 261 square miles (420 kilometers) of service territory.

Opportunity

London Hydro spent about 6-10 hours processing 150,000 meters daily, which limited their ability to utilize their system. In addition, daily reading summaries were taking about 12 hours, on average, to complete. With a business requirement to have data as close to real-time as possible, London Hydro brought in the Itron Technical Assessment Consulting Team (TACT) to improve system performance, refine processes and gain a deeper understanding of the Itron Enterprise Edition Meter Data Management application and database. The Itron TACT team, comprised of product subject matter experts (SMEs), works remotely to gather data and evaluate system settings and performance before traveling on site for a week of concentrated work with the customer.

Solution

Working together with London Hydro to evaluate the system settings and operational clock, the TACT team was able to reduce reading imports from an average of 12 hours to just 25 minutes. This helped the customer get closer to their goal of real-time data import, allowing interrogations to occur every four hours. One-on-one sessions between Itron and London Hydro DBAs led to increased database efficiency (for example, the number of meters per .xml file was greatly reduced from 1,000 to 20) and a plan for maintenance going forward. Through a methodical review of the application and database settings, the TACT team worked with London Hydro to improve the configuration and use of the IEE application and database.

"The Itron TACT team delivered exactly what was asked of them, and in the expected timeline. The professional nature and expertise of the team members drove success from the start of the engagement."

-Luc Jarry, Business Systems Analyst, London Hydro

96% reduction in import reading time (12 hours down to 25 minutes)

98% reduction in number of meters per xml file (1,000 down to 20)

For more information on Enhanced Maintenance Services, [read our brochure](#) or contact us.

Itron Access: <https://access.itron.com> | **Email:** EMS-PCS@itron.com | **Phone:** (877) 487-6602



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CORPORATE HQ

2111 North Molter Road
Liberty Lake, WA 99019 USA

Phone: 1.800.635.5461

Fax: 1.509.891.3355