Meter Reading Profiles and Best Practices 2011

Description: This report delivers the results of research on utility meter reading practices and technologies. Research was conducted during the third quarter of 2011 to better understand how utilities are optimizing practices and utilizing technology to improve meter reading efficiency and effectiveness while reducing operating costs. Companies were asked to share strategies and experiences to identify the practices that lead to higher productivity, reduced costs, and increased performance. Utility companies were also asked to provide their plans moving forward as well as lessons learned along the way.

This report profiles participants in a case study format, sharing current practices, lessons learned, challenges overcome, plans for the future, and business practices that have led to improved performance. In addition, it provides detailed results and analysis from the survey itself and detail "best practices" demonstrated by participants.


The report also profiles meter reading technologies in place within these utilities, provide an analysis of strategies and approaches, including the transition to Automated Meter Reading (AMR) and Advanced Metering Infrastructure (AMI) technologies, prepaid metering, and other technologies to improve efficiency and effectiveness. Finally, the report will explore the successes achieved.

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