

Murfreesboro Tennessee

The City of Murfreesboro Water & Sewer Department (MWSD) was looking to modernize its meter reading process to more efficiently manage the delivery and use of water to, and by, its customers.

OVERVIEW

With a goal of reducing their non-revenue water, MWSD sought a technology that would solve its problems today, while offering potential for future growth and flexibility. A key driver was partnering with a technology that was a reliable, tested solution from a company with a sound reputation and strong financial backing. Itron's Advanced Metering Infrastructure (AMI) solution with acoustic leak detection and analytics software stood out in the search process. The project began in August 2015, and finished ahead of schedule in May 2017.

SOLUTION

Itron's AMI solution with leak detection and analytics has increased operational efficiencies at MWSD and saved millions of gallons per year.

"The Itron AMI system has resulted in a more efficient process, giving our staff the ability to complete preventative maintenance, detect leaks, reduce non-revenue water and provide our customers with actionable data," said Darren Gore, director of MWSD.



CUSTOMER

City of Murfreesboro, Tennessee

SERVICE TERRITORY

100,000 customers

TECHNOLOGY

AMI and acoustic leak detection with analytics software

BENEFITS

- » 64 leaks located
- » 28 repaired
- » **104 million gallons saved per year**
- » 385 thousand gallons saved per day
- » Estimated production cost saving per year of \$105,000
- » Improved customer service
- » Greater operational efficiencies



SOLUTION (continued)

While monitoring the Acoustic Leak Sensors through the AMI network, a leak was detected and determined to be leaking at a rate of around 70gpm, “The Itron technology alerted us about the leak and allowed us to monitor the situation until we could schedule the repair at the most opportune time for our staff. The result minimized the impact on Murfreesboro citizens, as well as the local environment,” said Randy McCullough, MWSD AMI field services manager.

In the seven months since the leak has been repaired, 21M gallons of water have already been saved with a savings of \$41,000.00.

WHAT'S NEXT?

As the City of Murfreesboro continues to focus on detecting leaks, they have rolled out the Customer Web Portal to their customers, giving them access to real-time, actionable data. This application will help MWSD continue to raise the standard for customer service, and increases conservation efforts and operational efficiencies, while decreasing non-revenue water and ultimately sustaining their communities water resources.



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