



City of New York Advanced Metering Infrastructure Program

Previously known as Corix Utility Services and part of the Corix Group of Companies since 2006, we are now Tribus Services, a Corix Company.

The Client

The City of New York is home to more than 8 million people and covers an area of 305 square miles, making it the most densely populated city in the United States. The New York City Department of Environmental Protection (DEP) administers the City's water supply for the five boroughs of Brooklyn, Queens, Manhattan, Staten Island and the Bronx.

The Challenge

The DEP manages more than 1.1 billion gallons of water per day through a network of 19 reservoirs, three controlled lakes and 6,200 miles of water pipes, tunnels and aqueducts. It has made water conservation a top priority, since a severe drought in 1985 left the City's reservoirs at dangerously low levels. To promote more efficient water use, the DEP needed to install an Advanced Metering Infrastructure (AMI) transmitter and an updated water meter in more than 830,000 homes and businesses. Challenges included large-scale project planning and implementation, technical interference from high-rise buildings, access issues and a customer base that spoke more than 800 different languages. The project also needed to be completed within three years and stay on budget.

The Solution

CORIX Utilities was selected to install approximately 174,000 AMI transmitters and water meters. To maximize project success, CORIX utilized its experienced management team and proven processes along with a locally trained field workforce familiar with the unique challenges of the area. It also leveraged the expertise of the CORIX Call Center, which handled incoming and outgoing calls, provided customer information, scheduled appointments and made courtesy calls to guarantee performance and customer satisfaction. With the help of the Call Center, CORIX installers were able to obtain indoor access to each household, completing installation of over 99% of all meters, while generating positive customer feedback. Additionally, language was never a barrier thanks to CORIX's interpreter service, which was available to both the Call Center and field installers.



The Results

CORIX's seamless project coordination contributed to a high customer satisfaction rating, quick response rate to customer issues and top marks from the DEP. Today, New York City's AMI system enables customers to access the information they need to reduce their water usage and save money. It also provides the DEP with more accurate billing and the ability to detect potentially expensive leaks. Even with only modest water reduction from the population, the DEP estimates the City could save more than \$90 million annually, in addition to the \$3 million saved through the elimination of a meter reading contract.

