



Xcel Energy, Inc.

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

Xcel Energy Inc., based in the city of Minneapolis, Minnesota, serves more than 3 million electric customers and 1.8 million natural gas customers. Their service area spreads throughout Minnesota, Michigan, Wisconsin, North Dakota, South Dakota, Colorado, Texas, and New Mexico.

The Challenge

Xcel Energy Inc. held a contract with Cellnet Technology Midwest, Inc. to provide automated electric and gas meter reading (AMR) services within Xcel's customer territory. While Cellnet had deployed a fixed wireless network to provide its AMR services, the network needed to be extended to cover an additional number of both gas and electric meters.

The Solution

Corix Utilities was selected to install approximately 318,000 gas meters for the AMR program in Xcel Energy's territory states of Minnesota, North Dakota, South Dakota, Wisconsin, and Michigan over a 5-year timeframe, using Cellnet's fixed wireless network technology. These gas meters were installed concurrently with approximately 483,000 electric meters, integrating both into the existing network and ensuring minimal disruption of service for Xcel's customers.

The Results

To maximize project success, Corix Utilities provided a full project management and installation team, including an experienced on-site Project Manager to direct union affiliated field personnel. It supplied AMR deployment project coordination, rigorous background screening, training, quality and safety assurance, and supervision for a team of installation technicians. It also leveraged the expertise of a local Corix Customer Care Center, which handled incoming and outgoing calls, provided customer information, scheduled appointments and made courtesy calls to guarantee performance and customer satisfaction.



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