

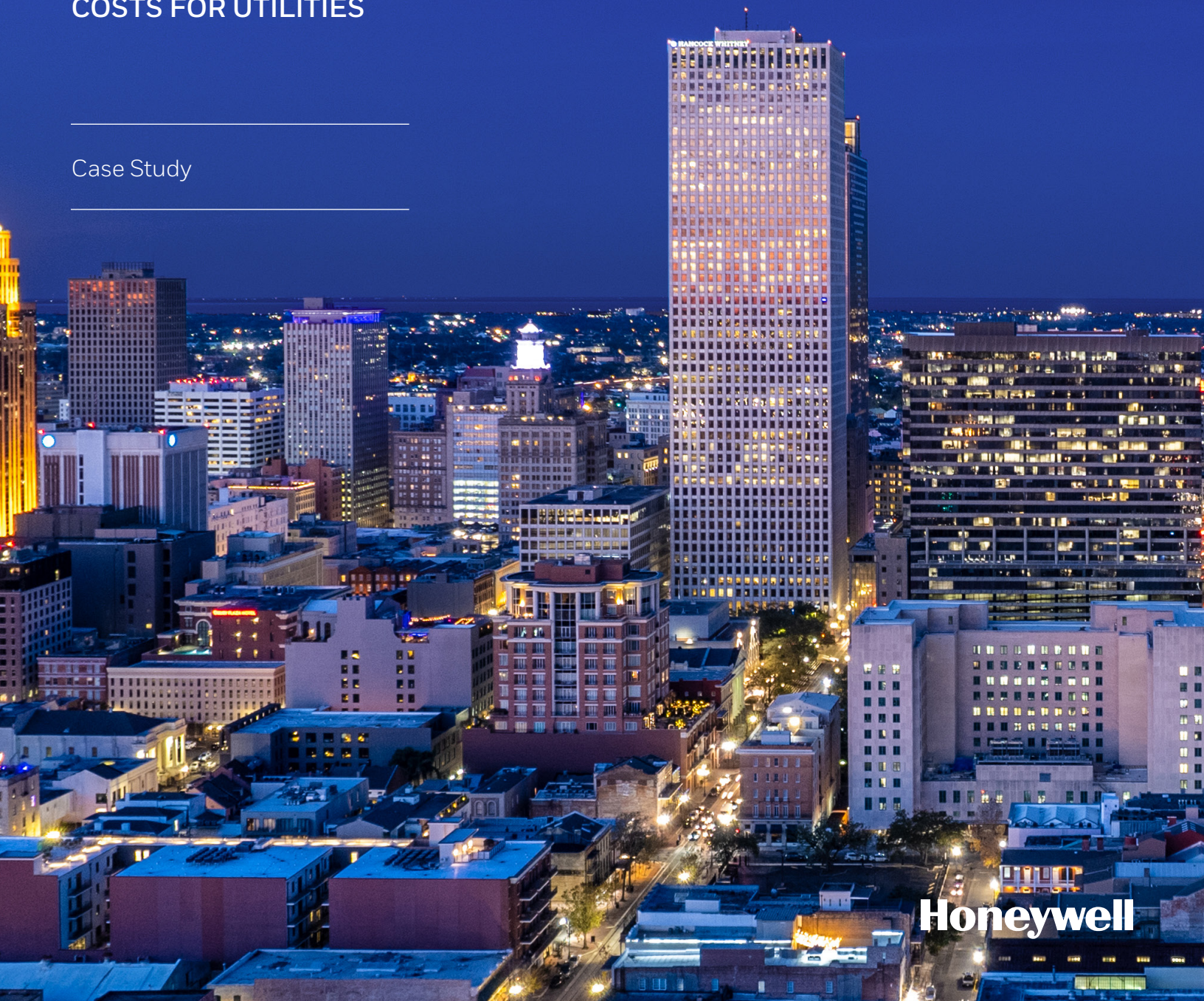
# CAT-M METERING SOLUTION INCREASES SERVICE EXCELLENCE

WHILE DECREASING OPERATIONAL  
COSTS FOR UTILITIES

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Case Study

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**Honeywell**

## THE NEEDS

Managing the evolving energy needs of utility customers is no small task. Matters are further complicated when grappling with tectonic shifts in overall energy infrastructure connected to grid modernization, an increased focus on sustainability and the integration of alternative energy sources. That's the situation a major U.S. electric cooperative found itself in as it was looking for solutions to help evolve its business to adapt to these changes, while maintaining its high customer satisfaction ratings with more than 220,000 homes and businesses across multiple counties.

As an organization in operation since the 1930s, they had a strong legacy built around low rates, reliable power and excellent service. They wanted to ensure they could continue to deliver on these traditions and values even as more complexity was being introduced to their business due to a range of industry, regulatory and environmental factors.

With such a strong reputation for service excellence, they were extremely focused on finding new ways to quickly detect

and respond to outages, fraud, potential safety incidents or other service-related calls, while also lowering their operating costs. In addition, enhancing sustainability was important to them, and their customers. Like every utility across the U.S., they simply needed to make sure they were incorporating devices and technology that would help them better manage their increasingly stretched enterprise resources from a personnel and infrastructure standpoint.

## THE SOLUTION

To address these needs, they implemented a pilot program that involved the installation of 7,000 of Honeywell's latest generation Alpha 4 (A4) meters with LTE Cat-M modems and Honeywell's Connexo NetSense platform. With Honeywell's Professional Services team installing the meters and delivering the project, the solution was deployed in less than 4 months. Operability with open standard, public wireless networks eliminated the challenges and costs associated with captive, proprietary communication networks, so that meant no new network infrastructure was needed.

Built for residential, commercial and industrial applications, integrating the A4 meant their technicians only needed to learn one platform which helped optimize resources and reduced training time and expenses. To address costly issues associated with fraud, A4 meters have enhanced security features, including magnetic tamper detection and motion detection with secure 128-bit encryption. Extensive memory increases data storage over longer periods of time, without sacrificing functionality. And with increased processing capability, they were able

## BENEFITS

- Faster Return on Investment
- Better Customer Engagement
- More Data to Support Your Operation
- Improved Outage Response
- More Flexibility in Deployment

to significantly improve data collection, monitoring and diagnosis, which supported an elevated level of customer service.

A faster, lower latency communication network also supports a myriad of benefits. They were able to detect outages more quickly—often within 30 seconds. This meant improved outage response times, and better support for operations during outage restoration. The utility was even able to deploy a prepayment solution using the A4's remote disconnect capability. Additionally, the utility was able to change rate structures in the meter on the fly, giving customers better choice and flexibility.

## CONCLUSION

Integrating the A4 Advanced Metering Platform with the LTE Cat-M modem helped this utility realize lower operating costs and a faster return on their investment by improving efficiencies and optimizing resources, while also allowing them to continue their legacy and reputation for the highest level of excellence in customer service.



### For more information

<https://pmt.honeywell.com>

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