

# HONEYWELL SUPPORTING UTILITY COMPANY WITH UPGRADE OF 2.7M AMI METERS

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Case Study

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Honeywell

# OVERVIEW

**An Investor-Owned Utility (IOU) needed to install electric and gas meters across multiple states in urban environments.**

The IOU had been exploring Advanced Metering Infrastructure (AMI) technology for a while, and rather than jumping on the bandwagon when it first became available, they opted to let the technology evolve and chose the “best-in-class” technology and solution providers. When the time was right, the IOU pursued the upgrade with an aggressive timeline and high expectations for best-in-class meters, service and network communication. Not only did they want to upgrade the meters in their network, but they also undertook a full overhaul of their business operations. For a utility with more than 3,000,000 customers across hundreds of cities, this project was not going to be an easy undertaking.

Because they recognized the value of a trusted expert, the utility sought out a trusted partner to help them execute the project. Given the aggressive three-year timeline, it was going to require a strategic service partner to execute the project quickly and safely. The project required upgrades across hundreds of zip codes spanning Mississippi, Louisiana, Arkansas and Texas, which meant the provider needed to be knowledgeable of the regulatory differences in each of the geographic territories.

## QUICK FACTS

### Customer Profile

- Customer: Investor-Owned Utility Company
- Locations: Arkansas, Mississippi, Texas and Louisiana
- Industry: Electric Utilities

### Customer Results

- Installation of 2.7 million AMI meters, 200,000 gas modules and 5,000 gas meters across hundreds of U.S. zip codes in a three-year project
- Upgraded meters with AMI technology that enabled them to collect data to strategically plan energy dispersion
- Trusted relationship with Honeywell that helped them navigate the dynamic project

### Why Honeywell Utility Services

- Pragmatic approach to safety that helped ensure a positive safety record during all stages of the project
- Creative thinking and willingness to work collaboratively to achieve success
- Certified technicians and experienced project staff with decades of experience in utility services





## BACKGROUND

When approached about the three-year installation project, Honeywell jumped at the challenge. At its beginning, the project included extensive project planning with multiple vendors and integrators, support, installation and servicing for 2.7 million AMI meters, 200,000 gas modules and 5,000 gas meters. However, the enormity of the project meant it wasn't going to be without its challenges and adjustments. To navigate those challenges, Honeywell took a consultative approach to collaborating with our customer to determine the best path forward.

Matt Chapman, Solutions and Services Leader at Honeywell, explained, "Rather than tell our customers that something is not feasible, we take more of a partnership-driven approach. With this approach, we were able to think creatively to solve challenges and successfully complete the project."

Honeywell's dedication and pragmatic approach to safety also helped set them apart from other utility service providers. Especially given the intense speed at which the project was executed, safety needed to be front of mind to execute everything properly. The level of oversight, control, risk management, process documentation and root cause analysis Honeywell integrates into everything they do exceeds customer expectations. Backed with the knowledge and experience to navigate potential hazards throughout the project, the Honeywell team successfully completed the entire project with a positive safety record.

## For more information

[pmt.honeywell.com/us/en/businesses/smart-energy/service](https://pmt.honeywell.com/us/en/businesses/smart-energy/service)

## Honeywell

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## BENEFITS

Over the course of the three-year project, Honeywell worked alongside the customer to not only upgrade their network with over three million AMI meters and modules, but also to provide support and strategic recommendations to help them ensure the project was planned efficiently, executed safely and completed successfully.

One of the biggest benefits to the customer relationship with Honeywell was the trust between both companies and how it allowed them to navigate the unanticipated challenges of the project. For example, higher voltage services have a safety requirement that prevents live exchanges. While not within the original project scope, Honeywell partnered to bring on experienced line crews to come onsite and disconnect the required equipment at the utility pole.

Chapman elaborated, "Even though this need was not contemplated originally, because of our strong partnership and trusted relationship, we were able to pivot to tackle challenges safely and effectively."

**THE  
FUTURE  
IS  
WHAT  
WE  
MAKE IT**

**Honeywell**