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## NEWS RELEASE

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### **Youngstown Water Department Seizes Opportunity with Technology from Sensus**

*Ohio water utility bolsters service and improves efficiency for its loyal customers*

**RALEIGH, NC** (Jan. 11, 2017) – ([Click to Tweet](#)) – The winds of change blow strongly through Central Square in Youngstown, Ohio, and with those changes come opportunity. As the city revitalizes its neighborhoods and welcomes new businesses and residents, perhaps no one feels this opportunity more than the [Youngstown Water Department](#). Its 52,000 customers have come to trust the department to improve operations and enhance their service. As indicated by its recent deployment of technology from [Sensus](#), a Xylem Brand, it's a responsibility the department takes seriously.

"We have a high level of commitment to our employees and our customers," said Harry L. Johnson, III, water commissioner, City of Youngstown.

To deliver on this commitment, the department relies on Sensus [iPERL® water meters](#) and the [FlexNet® communication network](#), managed by [Sensus Software as a Service \(SaaS\)](#). Now, instead of taking time and resources to manually read meters, technicians can access data in real time.

"The attentive customer service and guarantee behind the product was the deciding factor in choosing Sensus for our water management needs," said Johnson.

With 4,000 iPERL water meters installed—and about 46,000 to go—the city is already reaping benefits from the technology.

“Partnering with Sensus allows us to reallocate roles and responsibilities for our technicians,” said Johnson. “Now, we can proactively notify customers as we notice unusual changes in water usage, increasing workflow efficiencies and enhancing customer service.”

### **About Sensus**

Sensus helps a wide range of public service providers—from utilities to cities to industrial complexes and campuses—do more with their infrastructure to improve quality of life in their communities. We enable our customers to reach farther through the application of technology and data-driven insights that deliver efficiency and responsiveness. We partner with them to anticipate and respond to evolving business needs with innovation in sensing and communications technologies, data analytics and services. Learn more at [sensus.com](http://sensus.com) and follow @SensusGlobal on [Facebook](#), [LinkedIn](#), [Twitter](#) and [Instagram](#).

### **About Xylem**

Xylem (XYL) is a leading global water technology company committed to developing innovative technology solutions to the world’s water challenges. The Company’s products and services move, treat, analyze, monitor and return water to the environment in public utility, industrial, residential and commercial building services, and agricultural settings. With its October 2016 acquisition of Sensus, Xylem added smart metering, network technologies and advanced data analytics to its portfolio of solutions. The Company’s nearly 16,000 employees bring broad applications expertise with a strong focus on identifying comprehensive, sustainable solutions. Headquartered in Rye Brook, New York with 2015 revenue of \$3.7 billion, Xylem does business in more than 150 countries through a number of market-leading product brands.

The name Xylem is derived from classical Greek and is the tissue that transports water in plants, highlighting the engineering efficiency of our water-centric business by linking it with the best water transportation of all—that which occurs in nature. For more information, please visit [www.xyleminc.com](http://www.xyleminc.com).