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NEWS RELEASE

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City of Troy Improves Customer Relationships and Billing Accuracy with Sensus AMI Solution

Alabama utility upgrades to state-of-the-art technology, saving time and lowering costs

RALEIGH, N.C. (March 28, 2018) – Located just south of Montgomery, Alabama, the **City of Troy** is a unique mix of southern small-town charm and big-city amenities. There's a vibrant downtown square where the city's 20,000 residents can be found dining at local restaurants or shopping at boutique stores. Around the corner, students on the campus of Troy University might be at the campus theater or cheering on the school's football team, the Trojans.

"It's a small southern town where everybody seems to know everybody. But, we're growing and there is a lot going on," said Danny Lee, advanced metering infrastructure (AMI) coordinator, City of Troy. "We strive to keep the city utility system up-to-date with the latest advances to provide the highest quality service to the community."

By 2014, the City of Troy's utility infrastructure, which encompasses a combined 14,000 electric and water meters, was starting to experience equipment failures. Each individual meter had to be monitored manually to ensure accuracy in some cases.

"We wanted to create more efficiency in our system while also gaining quicker access to data so we could be more responsive for our customers," said Lee. "We knew it was time to do something new."

After an extensive evaluation process, the City of Troy turned to [Sensus](#), a Xylem brand, to implement a complete meter replacement program and upgrade to an advanced metering infrastructure (AMI) platform.

The city's AMI solution included the Sensus **Stratus**[®], **A3 ALPHA**[®], and **iConA**[™] electricity meters, as well as the **iPERL**[®] and **OMNI**[™] water meters. The Sensus **FlexNet**[®] **communication network** and **Sensus Analytics** solutions serve as the platform's command center, enabling staff to remotely monitor and manage the city's electric and water meters.

With their AMI solution in place, the City of Troy has achieved their goals for the upgrade—and then some. The city is able to frequently monitor usage data allowing them to pinpoint issues quickly and proactively address them on behalf of their customers.

“For any utility looking to upgrade their metering system, I recommend taking a hard look at Sensus,” said Lee. “The support we've received has been first-class since day one, and everything we use has helped us on a daily basis.”

Read the full **case study** to learn more about the City of Troy's Sensus AMI implementation.

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 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 settings. Xylem also provides a leading portfolio of smart metering, network technologies and advanced infrastructure analytics solutions for water, electric and gas utilities. The Company's more than 16,500 employees bring broad applications expertise with a strong focus on identifying comprehensive, sustainable solutions. Headquartered in Rye Brook, New York with 2017 revenue of \$4.7 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 us at www.xylem.com