



NEWS RELEASE

Contact: Kim Genardo
Kim.genardo@xyleminc.com
+1.919.376.2566

Mark Van Hook
mark@largemouthpr.com
+1.919.459.6481

Canadian Utility Uses Sensus Technology to Help Customers Keep the Cold and High Bills at Bay

City of Medicine Hat, Alberta relies on data to improve customer satisfaction

RALEIGH, NC (February 26, 2019) – Known as the “sunniest city in Canada,” high temperatures this time of year for the 63,000 residents of [Medicine Hat, Alberta](#) average 30 degrees Fahrenheit. For the local utility, that means taking extra care to ensure service for its electric, gas and water customers.

A long-time customer of [Sensus](#), a Xylem brand, the city decided to upgrade its electric metering system to reduce the number of truck rolls and get better reads on energy use.

Medicine Hat chose to implement the [Sensus AMI solution](#) with Sensus [iConA™ Gen 4 electricity meters](#) running on the [FlexNet® communication network](#). They also worked with local regulatory authorities to create an arrears management program to help customers limit their power usage to avoid high bills. Special limiters within the electricity meters were deployed to implement the program. Previously, the city used manual limiters, which required technicians to visit a property each time it needed to be activated or adjusted. This manual process was time-consuming for staff and posed safety challenges.

“Crews are exposed to the elements when they’re out in the field,” said City of Medicine Hat Electric Metering Foreman Barry Diakow. “Snow and ice during the winter can make the roads and sidewalks slippery, so it’s something we want to avoid as much as possible.”

Now, Diakow and his team rely on the remote disconnect with enhanced load limiting functionality built into the meters to automate the limiting process. Both customers and city staff find the automated process more convenient.

“When a customer calls to ask what’s going on with their limiter, we can look at the incoming data and know exactly what’s happening,” said Diakow. “We can inform our customer what to do to get their service working properly. This solution has definitely helped improve our customer relationships.”

The utility is also expanding customer education and updating its website with useful resources that enable better insight into their energy usage. Looking ahead, the utility plans to deploy the Sensus Stratus[®] electricity meter to gain a more robust set of data.

“We’re always looking to improve and glean better insights and we’re excited to get the Stratus meters deployed,” said Diakow. “With more information and more analytics, we’ll be able to make better decisions for our customers.”

Read the [case study](#) to learn more about how Medicine Hat uses the Sensus AMI solution to provide their customers with better insights about their energy usage.

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 approximately 17,000 employees bring broad applications expertise with a strong focus on identifying comprehensive, sustainable solutions. Headquartered in Rye Brook, New York, with 2018 revenue of \$5.2 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.