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NEWS RELEASE

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Florida's Largest Public Utility Recovers One Billion Gallons of Unaccounted for Water

Sensus OMNI meters, a rigorous testing program and infrastructure upgrades save JEA time and money

RALEIGH, N.C. (May 23, 2019) – The most populous city in the southeastern United States, Jacksonville, consistently rates in the top 20 in Forbes' annual ranking of the Best Places for Business and Careers. The task of providing water for all those businesses—plus thousands of residences—falls to **JEA**, the largest municipal electric utility in Florida and one of the largest water and sewer utilities in the nation, providing electric, water and sewer service to residents and businesses in northeast Florida.

“As a municipally-owned utility, we are directly accountable to the community we serve,” said JEA Meter Specialist Foreman Jody Godsey. “We understand the important role we play in the local economy, so we’re always looking for ways to improve our services and plan for the future.”

In 2013, JEA's legacy large turbine and compound water meters reached their end of life, putting a significant amount of JEA's water revenue at risk. JEA's team strategically invested in an advanced meter upgrade program to recapture unaccounted for water, protect revenue streams and preserve the city's natural resources.

JEA worked closely with long-time partner **Sensus**, a Xylem brand, to develop a phased, large-meter change-out program, ultimately replacing its legacy meters with Sensus **OMNI™** meters for greater service life and accuracy within a wider flow range. Additionally, the utility's rigorous

testing program identified outdated meters in their system, so there was little to no downtime for JEA's 25,000 commercial and industrial customers.

"Findings from our initial change-outs helped kick-start our larger meter replacement project," said Godsey. "It was clear how much the upgrade would help us protect revenue streams and improve customer service."

Since first addressing the issue of aging meters in 2013, JEA has experienced an overall gain of **one billion** gallons of measurable water, achieved using a solution that includes the new Sensus OMNI meters, advanced meter testing and valve maintenance best practices.

Read the full [case study](#) to learn more about JEA's meter replacement program and how it benefits customers today and for generations to come.

Learn more about building a smart utility network by visiting us at booth #1503 during the June 9-12 American Water Works Association conference.

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](https://www.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.