

NEWS RELEASE

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Safford, AZ Establishes Smart Utility Network with Sensus, a Xylem Brand

Rapid leak detection helps reduce billing adjustments by 40 percent

RALEIGH, N.C. (July 30, 2019) – Mining is a way of life in the [City of Safford](#), Arizona. The Safford open-pit copper mine creates jobs and continued growth for the area. With all utility operations—including water, gas and electricity—falling under the City of Safford’s small utility team, efficiency and customer service are top priorities in this close-knit community. So, when the city identified an opportunity to create efficiencies in their system, they seized it.

“Our infrastructure was old and aging badly,” said Julie Bryce, former business services AMI administrator, City of Safford. “This included all of our utilities, but it was especially true of our water infrastructure.”

The city sought to establish a smart utility network that included Sensus [iPERL®](#) residential water meters and the two-way [FlexNet® communication system](#). Now, they can more accurately measure consumption and access near real-time data that helps to proactively alert customers to any potential issues.

The city’s water utility team embraced the transition with a hands-on attitude. They took advantage of resources within Sensus and the [Sensus Partner and Advisor Network \(SPAN\)](#), a group of customers that exchange ideas, solve challenges and provide valuable feedback on product development and relationship management.

“The networking and knowledge we gain from SPAN is invaluable,” said Bryce. “There’s always someone who’s been there, done that and fixed any issue you might be facing.”

Safford saw immediate results with customers appreciating their ability to report leaks faster. “We do yearly leak adjustments where we have to adjust customers’ water bills due to leaks that went undetected,” said Lorie Pedregon, lead business services representative, City of Safford. “With our new system, we reduced these adjustment costs by 40 percent based on the data we received.”

Next on the horizon for Safford is deploying [Sensus Analytics](#), which will provide more in-depth analysis of their water data. “Don’t be scared to ask questions,” said Bryce. “Between the help we received from Sensus and the SPAN group in our initial deployment, we were able to gain a wealth of knowledge that we otherwise would not have had. We know they’ll be there for us in anything we do.”

Read the full [case study](#) to learn more about how Safford plans to leverage their investment and better serve customers.

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](#).