

WHERE: VILLAGE OF CHEBANSE, IL
WHAT: NEW WATER METERING SYSTEM W/ AMR
WHY: BILLING FAIRNESS, ACCURACY, PROACTIVE LEAK MITIGATION
WHEN: 2009



ISSUE:

Imagine living in a small rural community with no water metering system in place. Roughly 60 miles South of Chicago, Illinois lies the Village of Chebanse, which up until now had no type of centralized sanitation system within their Village. After several years of environmental compliance issues and potential litigation to correct the problems that had reasons beyond their control, the Village was faced with the decision of implementing a new sanitary sewer system of their own.

Foth Infrastructure & Environment LLC, a civil engineering company, was selected to guide the Village in choosing the most suitable systems for this community of approximately 1,148 residents. Foth engineers helped Chebanse understand that regardless of the number of occupants within a household, every resident was currently paying the same flat rate on their monthly water bill. No residents were being billed for their own actual water usage under this method of billing. By reviewing current operations, a comparative study was conducted that analyzed an array of manufacturers with various metering technologies. Prior to making a decision, various factors were taken into account, such as meter types, drive-by technology and a variety of fixed network schemes. After careful consideration, the most logical solution for Chebanse was to select Master Meter, Inc.

SOLUTION:

Chebanse chose Master Meter, Inc. as the preferred water meter supplier because of the simplicity of their 3G Drive-By AMR system and transmitter units. Their 'plug-n-play' design is free of wires that can lead to corrosion and has no connections which help decrease tampering, vandalism, maintenance hassles, and other issues related to wired systems. By the first quarter of 2009 the installation of 450 3G multi-jet meters began and 3 months later the installation was complete.

RESULTS:

With a vigilant suite of Revenue Impact Alerts the Village receives more than just water consumption information. Data logging has become a very powerful customer service tool that has come in handy on several occasions. Leak Alerts, in particular, have been useful in Chebanse since the installation of Master Meter's 3G Drive-By AMR system. Through Leak Alerts, many residents have been able to resolve numerous issues that showed a significant increase in water consumption. In one particular case, a resident whose home was vacant for quite some time was notified of a leak that began on a Sunday and slowly increased within a few days. Upon checking the home, the owner was shocked to find a broken pipe in a now flooded bathroom. They were grateful to have been notified and subsequently able to address and resolve the problem in such a timely manner



Because this superior water measurement technology is capable of capturing such occurrences, many residents have now been able to repair similar problems, ranging from pinhole leaks to running toilets and even water softener problems. While several residents were uncertain about whether or not this technology would accurately record water usage, the Village now has complete confidence in their decision of choosing Master Meter, Inc.

BOTTOM LINE:

Chebanse was looking for a system with immediate benefits, no long-term costs, minimal start-up effort, and wanted to be able to gather readings within a short period of time. With Master Meter's Drive-By system, the Village found all the features they were looking for in a cost competitive product. They are now able to gather about 500 meter readings within 45 minutes, which is a cost savings to them of about \$80,000 per year.
