



# GIBSON COUNTY UTILITY DISTRICT

CLIENT

GIBSON COUNTY, TN  
LOCATION

## Neptune R900® Technology for Gas Metering Applications

In the spring of 2007 Neptune introduced the R900G, bringing Neptune's R900 technology to gas metering applications. The product line is now complete, including modules compatible with Elster®/American Meter®, Sensus®, and Actaris®/Sprague® metering product lines.

A number of utilities in the Southeast, Midwest, and Texas have adopted R900G over the last year, seeing firsthand that R900G gas endpoints achieve increased range and meter reading success rates while reducing meter reading time. Gibson County Utility District (GCUD) is one such utility. Located in western Tennessee, the utility supplies natural gas and propane to customers in Gibson, Obion, and Dyer counties.

### SITUATION

Anxious to implement this new technology, GCUD decided to retrofit its complete system of 12,000 natural gas meters and 1,200 propane meters within a 12-month time frame. Completion of the project is anticipated for August 2008. According to General Manager Pat Riley, "The key to this aggressive schedule is good cooperation and planning among all of the players."

"The key to any project is getting off to a good start. We did just that with several preliminary meetings involving all the players: the installers, Neptune personnel, our vendor, Consolidated Pipe, and our billing folks at CNI, as well as our Financial/Office Manager and Construction Superintendent. These meetings proved invaluable in solving a lot of potential problems. We were all very well informed as to what each person's responsibility was on the front end.

"You also need to have one person in the office as the conductor of all the facets that come together. We had that in Allyson Horner, our Financial/Office Manager. She has done an outstanding job with the coordination of this project. It is imperative that your billing company is informed and is really on board with this technology. It is one of those 'key' links that makes this project work smoothly. Allyson coordinated this process to a tee so that there would not be any billing glitches."

Ms. Horner developed a project checklist to keep track of the activities she was coordinating. Also, the checklist served as a mechanism to document and communicate technical details for the project, delivery, and installation logistics, R900G module programming, and configuration parameters, as well as "sign off" of the installations.

According to Ms. Horner, "After we would complete a billing cycle, we would test it several times before we went 'live' with it. We wanted to see what it would do and work out any bugs before our customers experienced it. This process worked great for us and we are continuing this process today."

RESULTS



Gibson County immediately saw the benefits of the R900G technology after implementing their first billing route in September. Using Neptune's MRX920™ mobile data collector, GCUD read

1,373 meters in 45 minutes. The same route previously took utility personnel two and a half days to read manually.

Mr. Riley is extremely pleased with the results. "This AMR system has propelled Gibson County Utility District into the 21st century with the latest technology in meter reading. It will serve this utility for many years to come and will continue to offer a big cost savings over the years. We are already talking with other entities in the county about reading their water meters. We are driving by them anyway and it is good PR and a potential revenue source to help pay for the system.

"I couldn't be more pleased with the ARB® Utility Management System™ we purchased from Neptune. It has performed just as they said it would – in the field and in the office. We have already started to experience the savings we anticipated with this technology, and we all have to watch the bottom line. Everyone has been great to work with and the folks at Neptune have been really good listeners. They have a superior product here and I would recommend it to anyone."

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