



# KENTUCKY UTILITIES, INC.

CLIENT

ARCS CASE STUDY



Kentucky Utilities Company (KU), based in Lexington, Kentucky, purchased DB Microwave's Automated Route Control System (ARCS) in June 1994 for \$80,000. At that time KU had 435,000 customers spread across Kentucky and Virginia and was reading 304,500 meters per month with 98 full-time equivalent meter readers. After collecting meter read interval data for a year, ARCS revealed that the average meter reader was spending slightly more than four hours per day reading meters, although reports from KU's electronic hand held meter reading system seemed to indicate much more.

In September 1995 KU eliminated its bi-monthly billing practice for 60% of its customers and moved them into monthly billing and meter reading. Using ARCS and setting the goal of a 6.0 hour route read time, KU assimilated the task of adding 139,200 monthly meter reads without adding additional personnel. "There is no way we could have accomplished re-shuffling over 400,000 meters without the aid of ARCS," said Meter Read Supervisor Mike Wickline.

In 1998 Columbia Gas of Kentucky approached KU about taking over reading its 100,000 meters throughout central Kentucky. After lengthy negotiations, KU integrated 100,000 gas meters into 260,000 in the region utilizing ARCS.

During 2001 and 2002 ARCS was used to consolidate business offices throughout KU's territory, moving thousands of meters from one service area to another. In 2003 KU rerouted over 30,000 meters to better align their routes with the needs of their contract meter readers.

Today, Kentucky Utilities Company utilizes 84 full-time equivalent employees to perform monthly reads on 673,000 electric and gas meters across its service territory.

The \$80,000 investment in ARCS ten years ago has provided KU with the management reporting and continuous route optimization capability to lower its meter reading expense over \$1.5 million per year and increase revenues \$680,000 per year while more than doubling the number of meters being read.

**"There is no way we could have accomplished re-shuffling over 400,000 meters without the aid of ARCS."**

– Mike Wickline  
Meter Read Supervisor

**Neptune Technology Group Inc.**

1600 Alabama Highway 229  
Tallahassee, AL 36078  
USA  
Tel: (800) 645-1892  
Fax: (334) 283-7299

**Neptune Technology Group (Canada) Ltd.**

7275 West Credit Avenue  
Mississauga, Ontario  
L5N 5M9  
Canada  
Tel: (905) 858-4211  
Fax: (905) 858-0428

**Neptune Technology Group Inc.**

Ejército Nacional No. 418  
Piso 12, Desp. 1201-1202  
Col. Chapultepec Morales  
Delegación Miguel Hidalgo  
11570 México, Distrito Federal  
Tel: (525) 55203 5294 / (525) 55203 5708  
Fax: (525) 55203 6503



neptunetg.com