



CINERGY CORPORATION

CLIENT

ARCS CASE STUDY



As a result of the merger between Public Service Indiana Energy and Cincinnati Gas and Electric in 1996, Cinergy Corporation was looking for one system that would replace both companies' paper-based meter rerouting systems. After reviewing the alternatives and performing their due diligence, they purchased DB Microware's Automated Route Control System (ARCS). Now they have in place one system providing route optimization and meter read management reporting for 275 meter readers, serving 2.3 million electric and gas accounts in Kentucky, Indiana, and Ohio.

Their first venture with ARCS was a Route Optimization Project for Cinergy West, a division of the company serving 775,000 electric meters. Over a nine month period, they reduced the number of meter routes by 14%, eliminating 16 full-time equivalent meter reading positions through attrition and resulting in an annual savings of \$886,000 per year.

Since that time they have been using ARCS as a continuous rerouting tool, maintaining their high level of efficiency. Just recently a review of electric and gas meters was performed at their offices in Clinton, Indiana, for their service territory in Little

Miami, Ohio. This project involved 81,000 electric and gas meters. ARCS allowed Cinergy to pass 23,500 bill cycle changes into their CIS system without a hitch, eliminating 4.4% of the routes in the area.

Not only does Cinergy use ARCS to efficiently pass thousands of changes into their CIS, but they also place great value on the Meter Read Statistics Report and the History Query Report that ARCS provides. By setting a route read time standard of 6.5 hours (including drive time), they can effectively manage the performance of their meter reading staff and reduce labor inefficiencies.

Presently they are using ARCS to redefine service territory boundaries, moving meters and routes from one service area to another. In addition, they see ARCS as an instrumental tool to maximize the benefits of an upcoming AMR implementation.

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