



# Torrance Municipal Water

## An Exceptional Reception for Speed Reading with the R900® System

Torrance Municipal Water, located in Torrance, California, has had a longstanding success with Neptune® meter reading systems going back to 1988. Now serving 26,000 residential and 500 commercial customers, many of those on staff at Torrance Municipal Water 25 years ago, including Water Service Supervisor Greg Wines, continue that relationship.

As a close partner of Neptune over the years, Torrance Municipal Water has seen the company lead the industry with the introduction of radio frequency (RF) technologies. Beginning in 2004, the utility investigated its own move from manual reads to automatic meter reading (AMR) to greatly enhance its efficiency. After a SEER® (meter accuracy) analysis in 2005, Torrance Municipal Water began a three-year large meter changeout while upgrading to ProRead™ absolute encoders and R900® RF meter interface units, completing the project in 2007. Meter reading accuracy has greatly improved since then, reducing truck rolls and service calls for re-reads. In addition, personnel no longer have to lift heavy meter vault covers, which improves safety, eliminates risk, and saves time and money.

“We receive 5,000 meter reads per hour, and we’ve cut reading time by 90 percent,” said Wines. Commercial and industrial meters are read monthly and residential meters are read bi-monthly.

In 2006, Torrance became an early adopter of the E-CODER®)R900i™ integrated encoder RF/MIU on some hard-to-read residential routes. The City subsequently realized extensive consumption activity capabilities for usage profiling that have helped customers better understand their consumption



### CUSTOMER

Torrance Municipal Water,  
Torrance, California

### SERVICE TERRITORY

The Torrance Municipal Water Department serves approximately 105,000 residents and business customers covering 78 percent of the City.

### SOLUTION BENEFITS

- Hourly consumption activity for customer education on water usage habits
- Cost/benefit analysis and meter performance analysis led to reduced NRW and enhanced revenue
- Truck rolls and service calls drastically reduced
- City will soon read entire distribution system remotely without additional labor costs

habits to prompt changes in behavior and save water. In March 2013, the Torrance City Council approved a plan to completely implement the E-CODER)R900i over the next 18 months utilizing inhouse staff. According to Wines, this will allow the City to read the entire distribution system remotely, provide a uniform level of service to customers, and move toward monthly billing for all accounts – without incurring additional meter reading labor costs.

EQUARIUS Waterworks is proud to call Torrance home for its corporate headquarters and proud to help the City soon reach 100 percent automation of its water meter reading.

*“We receive 5,000 meter reads per hour, and we’ve cut reading time by 90 percent. Commercial and industrial meters are read monthly and residential meters are read bi-monthly.” - Greg Wires, Water Service Supervisor, Torrance Municipal Water*



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