

From four fragmented systems to one unified, managed network

TMWA's path to utility-grade AMI through managed services

Truckee Meadows Water Authority (TMWA) transformed a patchwork of legacy meter-reading technologies into a unified AMI platform powered by Xylem's Sensus FlexNet® communication network and Managed Services, enabling greater operational visibility, improved customer engagement and water conservation, all without the need to manage network operations internally.

Background

TMWA is a community-owned water utility serving the greater Reno-Sparks region of northern Nevada.

- Established in 2001
- Based in Reno, NV
- Serves approximately 450,000 residents across Reno, Sparks and Washoe County
- Approximately 123,000 residential and commercial service connections
- More than 2,800 miles of water mains
- 110 booster pump stations and 380 pressure regulator systems

The challenge

TMWA serves over 450,000 residents across Reno, Sparks, and Washoe County, Nevada, through a large and complex water distribution system. Years of growth and utility acquisitions left TMWA operating multiple meter-reading technologies, including manual reads and several AMR platforms, creating inefficiencies, inconsistent data and increased customer service challenges. In a water-scarce, high-desert region where every gallon matters, the utility needed timely, reliable consumption data to improve customer engagement, support conservation efforts and enable more proactive operations. At the same time, TMWA wanted to maximize the benefits of a fixed-network AMI system while keeping internal resources focused on water operations and customer service.



Customer

Truckee Meadows Water Authority,
Reno, Nevada.

Challenge

Consolidate four fragmented meter-reading systems into a single AMI platform while maintaining focus on core utility operations.

Xylem solution

Xylem's Sensus FlexNet communication network; Managed Services deployment with TMWA owning the infrastructure.

Result

123,000+ smart meters deployed systemwide; unified billing, proactive leak detection and near real-time demand monitoring for 450,000+ residents.

“Managed Services was a very attractive option for us. The Sensus team has become a trusted partner, continuously optimizing the network and helping us get the most value from our AMI investment.”

Chris Maciejewski, MIS Supervisor, TMWA

Results

TMWA gained the benefits of a utility-scale AMI network without having to build and operate a dedicated network operations team. Through Sensus Managed Services, network monitoring, performance optimization and ongoing support are handled by Sensus, allowing utility staff to focus on delivering water service and serving customers.

With hourly meter data available across approximately 123,000 endpoints, TMWA has improved billing accuracy, strengthened customer engagement and expanded its ability to identify leaks and abnormal consumption. Improved meter read validation led to a 71% reduction in held bills. The increased visibility also supports water conservation efforts, demand management and system planning across one of the West's most complex water systems.

This is all done through:

- Consistent network performance exceeding service agreements
 - 99.97% SaaS uptime over the last 12 months
 - 99.9% read rate success
 - 99.6% network uptime

This enables:

- Improved billing accuracy through a single AMI platform replacing multiple meter-reading technologies.
- Hourly interval data from approximately 123,000 endpoints.
- Customer access to daily consumption information and leak notifications.
- Near real-time visibility into water demand and usage patterns.

Today, TMWA continues to uncover new value from AMI data, using it to support conservation, customer engagement, demand forecasting and system planning across a complex high-desert water system, while Sensus provides the managed network services that keep data flowing reliably.



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