Utilities & Power · Global

An electricity distributor cut manual meter reading effort by 40%

A large electricity distributor brought automated meter readings and tower sensor data into one system, so field crews go out when a reading calls for it instead of on routine rounds.



40% less manual meter reading effort

30% fewer manual tower inspections

15% lower operational costs

AT A GLANCE

INDUSTRY
Electricity distribution

SIZE
Large

COVERAGE
Region-wide tower network and metering

PREVIOUSLY
Manual readings and inspections

FEATURES USED
Energy · Connected · Maintenance · Insight

01 The client

The client is a large electricity distribution company managing a region-wide network of towers and meters.

Meter reading, tower inspections and maintenance scheduling were all done by hand. Each needed people on the street, which made the work expensive and prone to errors.

02 The challenge

Manual meter reading, frequent tower inspections and hand-made maintenance schedules took large field teams and still produced errors. The distributor wanted to need fewer people on the street.

- Meters were read manually, needing large on-street teams.
- Towers were inspected frequently by hand, whether they needed it or not.
- Maintenance was scheduled manually and prone to errors.
- Little timely information about tower condition between visits.

03 What they set up in Asset Infinity

After a joint assessment, the distributor configured Asset Infinity for its meters, towers and field work, fed by automated readings and sensors.

Energy

Automated meter readings

Readings from the advanced metering infrastructure arrive through the API and are recorded against each meter, replacing most manual reading rounds.

Connected

Sensors on towers

IoT sensors report tower condition and energy readings. When a reading crosses its limit, a work order is raised for the field team.

Maintenance

Inspections when needed

Tower inspections are driven by sensor limits and planned schedules, so crews visit the towers that need attention rather than every tower on rotation.

Insight

Network view

Dashboards show readings, open work and tower condition across the region, so managers plan field resources from data.

04 How it works day to day

Here is how meters and towers are looked after across the network now.

SYSTEM

Collects meter readings

Readings from the metering infrastructure arrive through the API and are stored against each meter, without a reader on the street.

SYSTEM

Watches tower sensors

Sensor readings from each tower are recorded. When one crosses its limit, a work order is raised automatically.

FIELD SUPERVISOR

Dispatches a crew

The supervisor assigns the work order to a field crew, who are notified on the mobile app with the tower and the reading that triggered it.

FIELD TECHNICIAN

Inspects and repairs

The technician works through the inspection checklist, records readings and photos, and closes the work order.

SYSTEM

Runs planned work

Preventive plans raise scheduled inspections and maintenance where a tower needs them regardless of sensor readings.

OPERATIONS MANAGER

Plans field resources

Dashboards show readings, open work and tower condition by area, so crews are allocated where they are needed.

05 Before and after

	BEFORE	WITH ASSET INFINITY
Meter reading	Manual, on-street teams	Automated readings; 40% less manual effort
Tower inspections	Frequent manual rounds	Driven by sensor limits; 30% fewer
Maintenance scheduling	Manual, prone to errors	Work raised by sensors and plans
Tower condition	Known only on visits	Monitored remotely
Operational costs	High manual effort	15% lower

06 How it rolled out

1

Needs assessment. The client and the Asset Infinity team reviewed tower management, meter reading and field operations.

2

Meter data connected. Advanced metering infrastructure was introduced and its readings fed into Asset Infinity.

3

Tower monitoring deployed. Monitoring was installed on towers, with limits set to raise work for field crews.

07 The results

25% improvement in identifying tower maintenance needs and acting on them

20% improvement in overall operational efficiency

- Fewer field visits and better use of field resources

08 Why it worked

Readings replace rounds

Automated meter readings and tower sensors removed the need for most routine visits.

Work raised by the data

A reading past its limit creates the work order itself, so problems get attention promptly.

Fitted to operations

Configuration started from a joint assessment of the client's towers, meters and field teams.

09 Looking ahead

By bringing automated meter readings and tower sensors into one system, the distributor sends crews where readings show they are needed, cutting manual effort and cost across its network.

The readings and work history now collected for every tower and meter give the distributor a sound basis for planning maintenance across the region.

See it on your own assets

A 30-minute demo, set up for an electricity utility.

The client's name is withheld for confidentiality. Results are as reported by the client.

Book a demo

Start a 14-day free trial