Orange Water and Sewer Authority Selects Mueller Systems' Advanced Meter Infrastructure Network to Further Enhance Customer Service

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ATLANTA, July 25, 2017 (GLOBE NEWSWIRE) -- As part of a customer service initiative, the Orange Water and Sewer Authority (OWASA) in North Carolina will install 22,000 meters as part of a Mi.Net® advanced meter infrastructure (AMI) network. The AMI network will enable OWASA to access water meter information in real-time to streamline agency processes and better respond to customer inquiries and service requests.

Achieving a high level of service is a top priority for OWASA which is a public, non-profit agency that has been providing water, sewer and reclaimed water services to the Carrboro-Chapel Hill community including the University of North Carolina at Chapel Hill since 1977.

"The ability to quickly and accurately gather water network data, understand the analytics and respond to our customers' requests will be transformational in how we conduct daily business," said Todd Taylor, General Manager of Operations, OWASA.

As part of the AMI system roll-out, OWASA will launch a data portal for end users that can be accessed via a personal computer or mobile app. The Mi.Data® portal will provide a secure way to view monthly water usage, set alerts for unexpected water flows and be notified of service work.

"Ultimately, a customer portal where customers and staff can view detailed meter data will allow us to more efficiently and conveniently partner with our customers in the stewardship of our water resources," said Mary Tiger, Sustainability Manager, OWASA.

"We are proud to be the AMI system provider of choice for OWASA and to help enhance the service experience for their customers," said Hassan Ali, vice president and general manager of Mueller Systems. "The Mi.Net system offers a scalable AMI platform that is open standards based and provides utilities with multiple technology options as they evolve their smart water programs."

Using a wireless network, the Mi.Net system links service connections, distribution sensors and control devices to enable real-time access to water network data. This intelligence enables both the utility and its customers to identify issues before they escalate and to better manage water resources.

“AMI technology is central to the modernization of water delivery, and we strive to be a leader in our service standards and efficiency,” added Todd Taylor.

About Mueller Systems

Mueller Systems, LLC, a Mueller Technologies company, is a subsidiary of Mueller Water Products, Inc. (NYSE:MWA). Mueller Systems provides Smart Metering solutions to optimize the delivery and use of water such as the Mi.Net® Mueller Infrastructure Network for Utilities. Mueller Systems offers a full line of residential, fire line and commercial meters, AMR / AMI systems and related products. For more information about Mueller Systems, please visit their website at www.muellersystems.com.

About Mueller Water Products, Inc.

Mueller Water Products, Inc. (NYSE:MWA) is a leading manufacturer and marketer of products and services used in the transmission, distribution and measurement of water in North America. Our broad product and service portfolio includes engineered valves, fire hydrants, metering products and systems, leak detection and pipe condition assessment. We help municipalities increase operational efficiencies, improve customer service and prioritize capital spending, demonstrating why Mueller Water Products is Where Intelligence Meets Infrastructure®. Visit us at www.muellerwaterproducts.com.

Investor Contact: Martie Edmunds Zakas
Sr. Vice President – Strategy, Corporate Development & Communications
770-206-4237
mzakas@muellerwp.com

Primary Logo

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