

CUSTOMER CASE STUDY

Neptune® FirstNet® AT&T Cellular AMI Project/Deployment

Margate, FL



PROJECT OVERVIEW

CUSTOMER:

Neptune® FirstNet® AT&T Cellular AMI Project/Deployment

PRODUCTS:

T-10® 5/8" x 3/4" – 2" meters
MACH 10® 3" – 8" ultrasonic water meters
FirstNet Cellular AMI endpoint
Neptune 360™ Smart Meter Data Management Software

LOCATION:

Margate, FL

CHALLENGE:

The city was facing catastrophic AMI meter/MIU failure throughout their service area and need a new distributor/meter manufacture partner to address their challenges of restoring their customers faith with receiving accurate water utility bills.

SOLUTION:

Upgrade the city's metering infrastructure using Neptune's powerful, reliable suite of meters and network technology.

"Ferguson and Neptune's quick action and attention to our needs are examples of good business practices, demonstrating the solid partnership and commitment we share."

– Marta Reczko, Assistant Utility Director, City of Margate

BACKGROUND AND PROJECT SCOPE

Margate, Florida, is part of the Miami-Fort Lauderdale-Pompano Beach Metropolitan Statistical Area and home to nearly 60,000 residents. The city is known within the metro for offering exceptional quality of life and municipal services—including Advanced Metering Infrastructure (AMI) for enhanced billing accuracy, as well as technical support for utilities.

As the existing AMI aged, billing accuracy waned, resulting in decreased customer satisfaction. Seeking a solution to restore their residents' faith in their utility authority, the City of Margate consulted the Ferguson Meter & Automation Group.

METHOD

After reviewing the service area challenges and previous solution/partner issues, the Meter & Automation Group recommended deploying the Neptune FirstNet AT&T AMI Cellular solution for the entire service area. This solution relies on FirstNet, a nationwide communications network with always-on priority across all AT&T spectrum bands for first responders and public safety applications.

Installation contractor National Metering Service deployed 17,000 Neptune T-10 meters and MACH 10 ultrasonic meters with the FirstNet Cellular AMI endpoint. This meter network feeds information into the Neptune 360 meter data management platform to minimize the IT load on the municipal team.

THE SOLUTION: FERGUSON WATERWORKS

The City of Margate chose Ferguson Waterworks and Neptune as their trusted partners because of our Meter & Automation Group's extensive expertise, team resources, strong supplier/manufacturer partnership and product reliability.

KEY RESULTS

- No AMI fixed-network infrastructure installation, maintenance, operations or upgrade costs for the life of the deployment
- Seamless integrations for a flexible AMI solution
- Access to meter data from anywhere at any time with Neptune 360™ software
- Daily consumption reads reporting every 6 hours, broken down into 15-minute increments
- Improved operations and customer service with real-time, high-resolution AMI data and advanced analytics
- Automatic recovery from network outages with 96-day data storage
- Faster reporting and anomaly notifications
- Two-way solution using LTE-M cellular technology maximizes coverage with FirstNet® in the US cellular network
- Sensitive information is highly secure

For more information, ask an expert: [Ben Jacobs, benjamin.jacobs@ferguson.com](mailto:benjamin.jacobs@ferguson.com)