Photo of Fulton City Hall (credit Matt Winger)

Investments in Smart Grid Technology and System Integration Continue to Provide Benefits a Decade Later

Building a Foundations for Smart Grid Technology

The City of Fulton is a self-proclaimed "full-service" city that manages electric, gas, water and sewer utilities for its 12,000 residents. Almost ten years ago they embarked on a journey many municipalities their size weren't considering—to invest in new smart grid technology and to integrate their new enterprise systems together to further enhance their investments.

The City started by replacing their old electric meters with AMI (automated metering infrastructure) meters, which they installed themselves over a span of 2 years. By embracing AMI technology, the process of collecting energy use information became automated.

To further leverage their AMI meters, the city worked with mPower Innovations to build a complete map of their system by converting their old maps and data and teaching city employees to collect the missing data on their own. The city also received training to build and maintain their own connectivity model using mPower's asset management and system integration tool, Integrator^{TM} . Having a connectivity model gave the city the ability to trace up and down their system and to easily identify customers affected during an outage.

After their connectivity model was built, the city implemented mPower's Outage Management System to help quickly analyze, group and prioritize outage events and allocate resources efficiently. This OMS system also gave the city the ability to automate required reports.

Getting More from Integration

With new software and technology deployed, the city turned its focus on integrating their various investments and data in one place. The same tool used to build a GIS of their electric system and connectivity model, mPower Integrator, was also used to Integrate data from their CIS (Customer Information System), AMI, and OMS systems on one browser-based map. By integrating their various systems, the city had the ability to easily search, report, and share data throughout their organization.

Integration didn't stop with their electric system. To date, the city of Fulton has also ***integrated maps and data from their water, sewer, and gas systems with their integration software***. By having all this data in one place, communication between departments has vastly improved and it's easier to see what's going on throughout the city with just a few simple clicks.

Moving Forward

In the last year the city has adopted a new CIS system and has continued to embrace their technology investments. Using mPower Integrator^{TM}, they recently completed a new sewer work order system with customized approval options that's connected to their maintenance history on their entire system. ***They've also built an application to manage and track their refuse and recycling bins.***

Darrell Dunlap, Utilities Superintendent at the City of Fulton shares the value he sees with his system integration software, "mPower is definitely one of our preferred vendors to work with. Not only has their software worked great for us, but we often reach out to them for help on system integration challenges that are outside the scope of their solutions, and they have always come through for us in a timely and professional manner."

While 2020 has certainly brought a lot of surprises, one thing is sure—that the City of Fulton will continue to embrace technology to provide reliable service for their residents.

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