

PNM Adds Smart Data to Smart Grid With Estuate and Itron



Background

PNM is the largest electricity provider in New Mexico, serving more than 500,000 customers in Greater Albuquerque, Rio Rancho, Los Lunas and Belen, Santa Fe, Las Vegas, Alamogordo, Ruidoso, Silver City, Deming, Bayard, Lordsburg and Clayton. PNM also serve the New Mexico tribal communities of the Tesuque, Cochiti, Santo Domingo, San Felipe, Santa Ana, Sandia, Isleta and Laguna Pueblos.

PNM was founded in 1917 as the Albuquerque Gas and Electric Co. and has undergone several transformations, including

name changes, in its history. The company sold its natural gas utility to New Mexico Gas Company in 2009. PNM is one of two subsidiaries of PNM Resources, an investor-owned energy holding company also based in Albuquerque.

Business Challenge

PNM utilized Itron's smart grid technology (Enterprise Edition Meter Data Management) to improve efficiency of the electricity grid. As with most technology advancements – the next generation Smart Grid brought with it more data as well as more ability and need to analyze this data. So without the appropriate data storage and management infrastructure, PNM was unable to reap the benefits that Smart Grid offered. This impacted PNM's ability to meet service level agreements (SLAs) and control their infrastructure and support costs.

With the abundance of information, PNM needed to find new ways to cost-effectively and securely store, archive and retrieve a rapidly growing database. Moreover, aging physical infrastructures and IT assets needed to be updated to handle the increased data volumes. Therefore, PNM was in need to implement an infrastructure that provided efficient, automated management and retention of information.

PNM was to develop a comprehensive data management strategy - what Smart Grid data to keep, what to archive, how long to archive the data, and what needed to be maintained to meet security, data privacy and legal requirements. All of this called for a rigorous understanding of the importance of each piece of data to Smart Grid business processes.

The Estuate Solution

Estuate's Itron Enterprise Edition (IEE) Archive Solution addressed the critical issues of data growth management for PNM's Itron's Enterprise Edition Meter Data Management product. This solution is owned, sold and implemented by Estuate as Itron's approved partner for data archiving. The solution:

- ⦿ Archived data out of the production database and stored it in an archive repository.
- ⦿ Purged data from production to reduce database size.
- ⦿ Enabled business users to restore data back to production for re-billing purposes as needed.
- ⦿ Made archived data easy to access with standard reporting tools.

Business Impact

Itron Enterprise Edition (IEE) Archive Solution helped PNM with reduced storage costs, improved performance and simplified management. The archived data was made readily available for distribution, planning and analysis. The solution, utilized the reporting capabilities of IBM Optim Connect to enable easy access to archived meter data to support customer payment dispute inquiries and litigation, as well as regulatory, compliance and audit requirements. Other key advantages include:

- ⦿ Reduced maintenance, administration, backup and restore operations at PNM.
- ⦿ Minimized CPU usage with reduced production system size.
- ⦿ Simplified system upgrades to next version of IEE, including time to upgrade.
- ⦿ Lowered storage costs due to use of a lower (less expensive) tier of storage.
- ⦿ Avoided CPU add-ons by maintaining a lean production size over time.
- ⦿ Stored archived data in an immutable format that met the most stringent audit requirements.
- ⦿ Enforced PNM's corporate data retention policy by purging data on a timely basis.

"At PNM, the data in our Meter Data Management system was growing at an alarming rate. We needed to address the data storage challenges and develop a comprehensive strategy—one that fully reflected the new possibilities of the smart grid, while also reducing as much as possible the associated costs and risks. Estuate's Itron Enterprise Edition™ (IEE) Archive Solution provided us with the capability of using tiered storage to optimize our transactional speed and to reduce our overall storage cost. All of this while providing us with seamless access to both live and archived data."

Lori Smith
IT Manager

Get Started Today

Feel free to contact us for more info at

sales@estuate.com

call us at

408.400.0680

visit us at:

