



TESCO METERING



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Case Study

Central Hudson Modernizes Meter Management and Compliance with Tesco Meter Manager™



Overview

Central Hudson, a regulated electric and natural gas utility serving more than 300,000 electric customers and 80,000 natural gas customers in New York State, sought to modernize its meter operations to keep pace with evolving technology and compliance demands.

By implementing TESCO Meter Manager™, Central Hudson transformed how it tracks, tests, and manages meters, achieving greater efficiency, accuracy, and confidence in regulatory compliance across its entire meter fleet.

The Challenge: Managing Meters In A Modernized Grid

As utilities advance toward digital transformation, many still rely on legacy systems or manual processes to manage meter inventory, testing, and calibration.

At Central Hudson, these challenges included:

- Limited visibility into meter status and testing history
- Manual data entry and disconnected spreadsheets
- Time-consuming reporting for regulatory compliance
- Difficulty tracking meters across multiple locations and lifecycle stages

These inefficiencies not only slowed field and shop operations but also posed risks to data integrity and compliance readiness.

The utility needed a streamlined, controlled solution to replace manual data exchanges with automated, verified communication between systems.

The Solution: Tesco's Meter Manager™

To streamline operations, Central Hudson partnered with TESCO Metering, a U.S.-based manufacturer specializing in meter testing equipment and software solutions. TESCO's Meter Manager™ software was selected for its ability to integrate asset tracking, inventory management, quality control, and test data management into one centralized platform. TESCO Meter Manager™ is a purpose-built, line-of-business management tool designed specifically for the operational and compliance requirements of electric and gas utilities.

Key capabilities included:

- Full Lifecycle Visibility: Tracking each meter from purchase to retirement
- Automated Data Collection: Eliminating manual entry and reducing errors

The introduction of the Kiosk for the seamless check-in and out of meters and devices has streamlined our operation and improved inventory tracking, immeasurably. We are so much more efficient. We are thankful that TESCO continues to innovate and further develop Meter Manager.

*David McGowan
Director of Meter Services
Central Hudson Gas and Electric*



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- Compliance Reporting: Simplified access to audit-ready reports and testing data
- Integration Flexibility: Seamless connection with existing AMI, field testing systems, and legacy enterprise applications

TESCO's implementation team worked closely with Central Hudson's metering and technology groups to configure workflows that matched existing processes while introducing modern efficiencies and data controls.

An additional integration to Central Hudson's CIS system created a seamless flow of information, allowing all stakeholders—engineering, field operations, and administrative teams—to access accurate, real-time data across departments.

Implementation Approach

- Collaborative Project Teams: Both TESCO and Central Hudson assigned project managers, technical leads, and subject-matter experts responsible for requirements, testing, and training.
- Governed Software Lifecycle: Work proceeded through defined analysis, design, build, and testing phases under formal quality checkpoints.
- Training and Knowledge Transfer: A train-the-trainer program equipped Central Hudson's staff to administer the system independently.
- Support and Maintenance: TESCO provided structured post-deployment support and incident-response commitments to ensure system stability and performance.

Results: Efficiency, Accuracy, and Compliance Confidence

Since adopting Meter Manager, Central Hudson has:

- Reduced administrative time spent on test record management and reporting
- Improved traceability and accuracy of meter data across departments
- Strengthened compliance readiness for audits and regulatory review



- Enhanced productivity within meter shop and field service teams

By unifying data and automating routine tasks, the utility has positioned itself for future scalability as AMI programs expand and data requirements grow more complex. The result is a modern, controlled, and transparent process for meter operations—reducing administrative overhead, improving audit confidence, and enhancing customer service through more accurate metering data.

About Central Hudson

Central Hudson Gas & Electric Corporation, headquartered in Poughkeepsie, NY, provides electric and natural gas service to customers in eight counties of New York's Mid-Hudson Valley. The company is committed to safe, reliable energy delivery and continuous improvement in operational efficiency.

About TESCO Metering

TESCO Metering, established in 1904, designs and manufactures testing equipment and software for electric utilities worldwide. Its Meter Manager™ platform integrates asset, inventory, and quality management functions to provide utilities with complete visibility and control from meter purchase to retirement. For more information visit www.tescometering.com.