

# The City of Sugar Land, Texas, Builds a Smarter Water Future with Aclara AMI



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In Sugar Land, Texas, the city's investment in advanced metering infrastructure (AMI) from Aclara is helping reduce operating costs, improve visibility into water usage, and support smarter utility planning. Beyond more accurate meter data, the system also gives the city a scalable foundation for future improvements.

## Driving Down Costs

By eliminating a third-party meter reading contract, Sugar Land realized immediate operational savings. Just as important, Aclara's meter-agnostic approach allowed the city to modernize without replacing every meter in the field, helping avoid the cost, disruption and complexity of a full systemwide changeout.

## Consistent and Accurate Monitoring

Instead of relying on monthly reads, Sugar Land now has daily consumption data, giving teams better visibility into system performance and customer usage. That information helps staff investigate leaks faster, reduce truck rolls, and support long-term planning.

## Deeper Consumer Engagement

[AclaraONE® software](#) helps Sugar Land get more value from its AMI by improving access to usage data, operational visibility, and future integration opportunities. The software also supports customer engagement through portal access, alerts, and self-service tools.

Trevor Surface, field operations manager for the City of Sugar Land, said the city selected Aclara not only for reliable AMI communications, but for the long-term flexibility the solution provides. "Aclara gave us a strong communications foundation, the ability to work with the meters already in the field, and a path to grow into additional capabilities over time. That combination has made it easier for us to improve operations today while planning for what comes next."

Connect with your local sales representative to learn more about AMI from Aclara and our extensive line of [water infrastructure solutions](#). You can also [contact us](#) for more information.