

SmartWorks Compass - Water Meter Health

Summary of Benefits

This analytics solution helps the utility:

- Recover lost revenue from meter failures
- Use field crews more effectively
- Increase customer confidence

The Business Problem

Utilities understand that stuck and degrading meters are a significant source of non-revenue water, however identifying and repairing or replacing faulty meters is a complex task. Simple High/Low billing exception lists fail to identify slow meter degradation, and mostly identify usage changes that are explained by other factors.

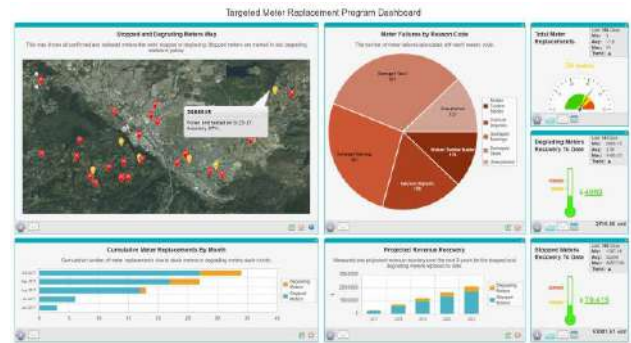
For this reason, most utilities base their meter replacement programs solely on meter age. This is unfortunate, as failures often occur earlier in a meter's lifetime leaving significant revenue on the table. The utility's valued field crews can have a much greater impact on the organization when their efforts surgically target the replacement of the meters responsible for the greatest revenue loss.

Beyond the impact to revenue, meter failures bring into question the reliability of a utility's meter reads, especially in cases where bill adjustments are required. As such, intelligently monitoring meter health and proactively correcting metering issues can benefit the utility's customer relations and public reputation.

Comprehensive Analytics

The SmartWorks Water Meter Health module provides a comprehensive solution to non-revenue water from metering problems. Advanced analytical algorithms identify meter failure, independent of meter age. The solution intelligently filters out

locations with known reasons for usage drops or degradation, such as vacancy, seasonality, weather patterns and changes in irrigation. The end result is a set of actionable reports that utilities can use for targeted meter replacements or repairs.



Visible Benefit

The solution not only assists utilities in recovering revenue, but also provides measurement and visualization of the recovered revenue. Executive dashboards measure reduction in loss, recovered revenue and return on investment, permitting the utility to understand and communicate the resulting benefits.

Minimal Cost, Maximum Return

Utilities have access to data that helps in detecting meter failure but often do not have the tools and time to perform the required analysis. Since the SmartWorks Water Meter Health module uses existing utility data in its analysis, a utility can achieve significant revenue recovery at a low cost.

Contact SmartWorks to see how you can identify malfunctioning meters, prioritize meter replacements and use your data to increase your revenue, reliability, and customer satisfaction.