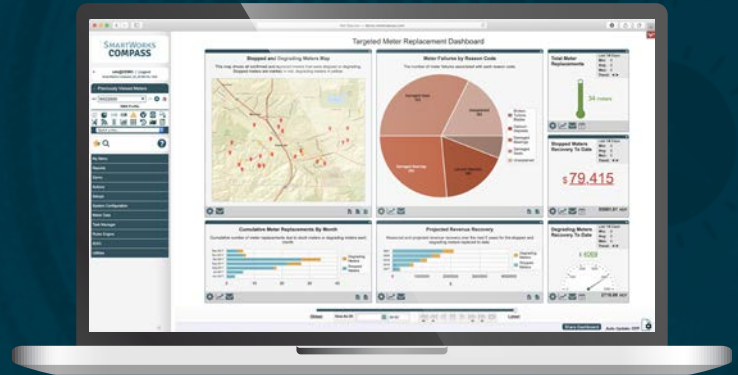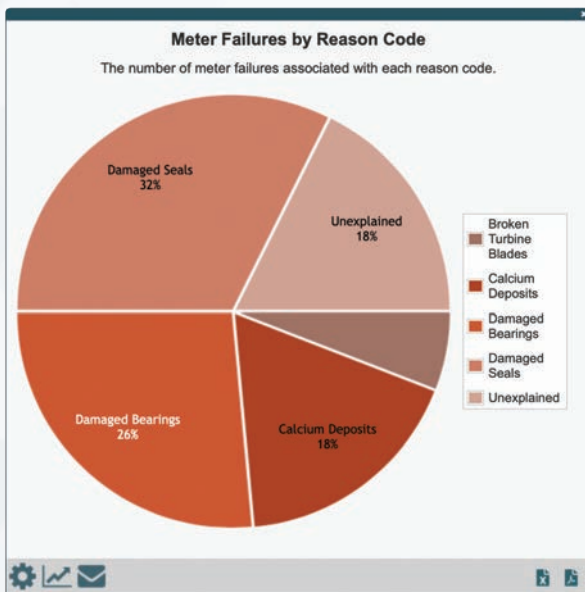# Water Meter Health
Identify Malfunctioning Meters

A comprehensive solution to reduce non-revenue water and improve financial performance by using advanced analytics to target meter testing and replacement.

The Challenge

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.

Meter Failures by Reason Code

The number of meter failures associated with each reason code.

- Damaged Seals 32%
- Unexplained 18%
- Damaged Bearings 26%
- Calcium Deposits 18%

Legend:
- Broken Turbine Blades
- Calcium Deposits
- Damaged Bearings
- Damaged Seals
- Unexplained

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.
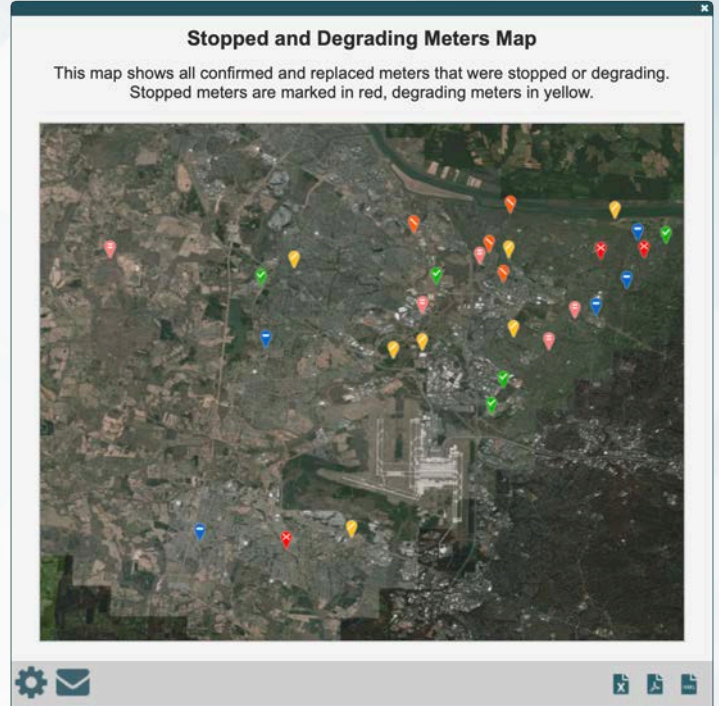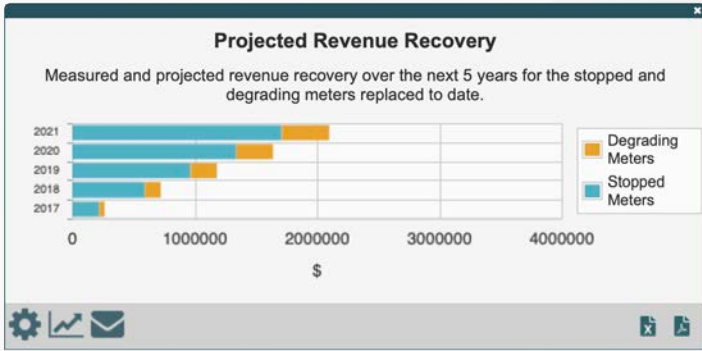
Comprehensive Analytics

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.

SmartWorks
Make the Complex Simple

Projected Revenue Recovery

Measured and projected revenue recovery over the next 5 years for the stopped and degrading meters replaced to date.

Stopped and Degrading Meters Map

This map shows all confirmed and replaced meters that were stopped or degrading. Stopped meters are marked in red, degrading meters in yellow.

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.

Stopped Meters Recovery To Date

Last 14 Days
Min: 0
Avg: 0
Max: 0
Trend: ◄ ►

$ **79,415**

53081.61 HCF

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 signification revenue recovery at a low cost.

Integration	Related Modules	Additional Modules
• Any CIS and Meter Read Source	• Water Loss Analysis	• MeterSense MDM
• Multiple Weather Data Sources	• Leak Detection & Notification	• Targeted Messaging
• Optional AMI & Interval Data Sources	• Water Conservation Manager	• Automated Move-In / Move-Out
• Optional Aerial Imagery	• Acoustic Leak Integration	• Rate and Revenue Analysis
		• KPI Dashboard
Supported Browsers		• HomeConnect
• Google Chrome (PC/Mac/Android)	• Microsoft Edge	• BizConnect
• Mozilla Firefox	• Opera	
• Apple Safari (Mac/iOS)		

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.

SmartWorks