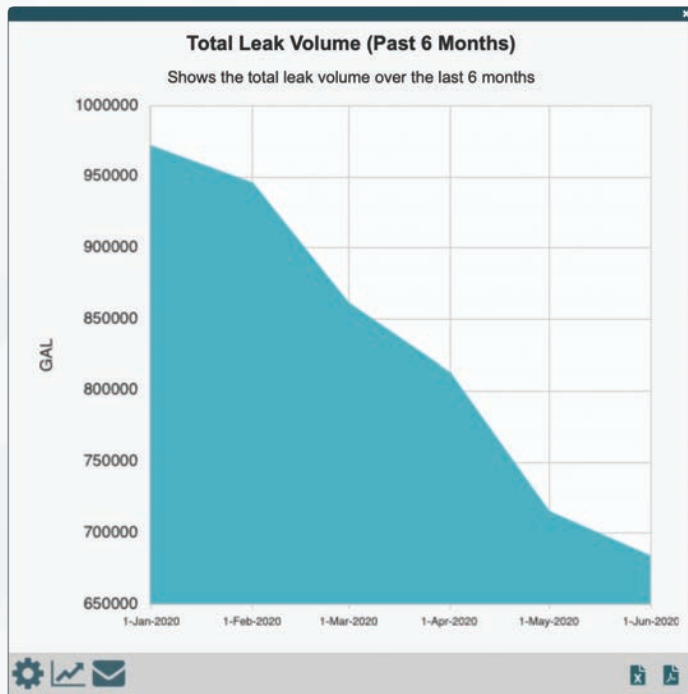# Leak Detection & Notification
Catch Leaks Before They Do Damage

A highly effective method for identifying leaks to help utilities and their customers reduce costs and sustainably manage water resources.

Water scarcity concerns continue to plague water utilities as they focus on protecting our valuable natural resources.

While utilities have invested time and resources to address losses within the distribution system, they often have no idea where leaks exist on the customer's side of the meter—that is, until the customer calls to complain about a high bill.
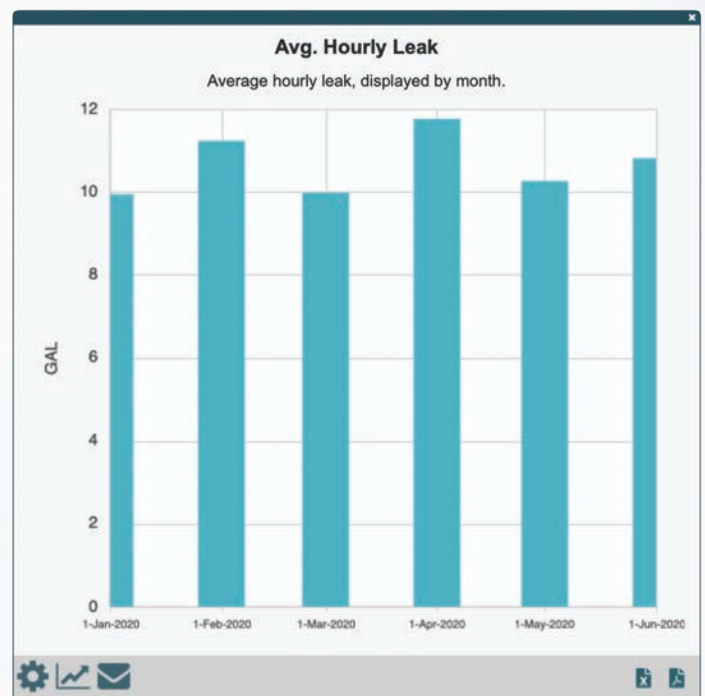
The Challenge
Customer side leaks represent a large opportunity for water conservation, as leaks can persist for months without detection. If you can identify, flag and eliminate leaks quickly, you can significantly impact efforts to reduce wasted water.

The Solution
AMI Systems claim to provide utilities with the tools and data necessary to handle client-side leaks. However, they tend to deliver a flood of false positives and duplicate alarms that are not actionable.

SmartWorks
Make the Complex Simple

Find Leaks
Save customers money on leak-impacted bills and help avoid water damage.

Notify Customers
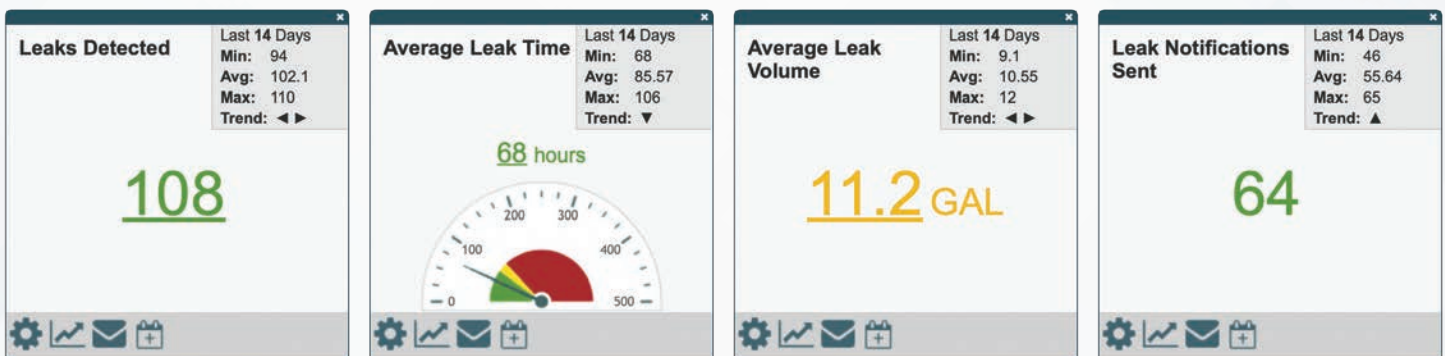Reduce high bill customer complaints and costly leak bill adjustments.

Track Performance
Improve water conservation and easing capacity planning initiatives.

SmartWorks Compass provides an analytical software solution to this problem, identifying leaks both from meter notifications and using intelligent data analysis. A prioritized list of customers to be contacted is then produced, filtered for false positives and duplicates, and refined on an ongoing basis to eliminate wasted effort. The magnitude of the leaks are quantified to help prioritize customer contact and even help identify root cause (i.e. broken toilet, burst pipe, etc.).

Customers are automatically notified of potential leaks via letter, email or text message. The solution can then be used to track whether leaks have been repaired. Subsequent notifications can be sent subject to configurable conditions. Our utility customers have reported sending out leak letters weekly to as many as 1% of their customer base.

Utility staff receive emailed summaries and exception reports indicating key performance criteria. Graphical dashboards summarize a range of metrics that can be shared with key stakeholders, ensuring that utility executives and the public are informed about the utility's efforts and the results achieved.

Leaks Detected
Last 14 Days
Min: 94
Avg: 102.1
Max: 110
Trend: ◄ ►
108

Average Leak Time
Last 14 Days
Min: 68
Avg: 85.57
Max: 106
Trend: ▼
68 hours

Average Leak Volume
Last 14 Days
Min: 9.1
Avg: 10.55
Max: 12
Trend: ◄ ►
11.2 GAL

Leak Notifications Sent
Last 14 Days
Min: 46
Avg: 55.64
Max: 65
Trend: ▲
64

Integration	Related Modules	Additional Modules
• Any Customer Information System	• Water Loss Analysis	• MeterSense MDM
• Any Interval Meter Read Source	• Water Meter Health	• Targeted Messaging
• ESRI-based CIS	• Water Conservation Manager	• Automated Move-In / Move-Out
• Other systems as needed	• 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 find out how we can help reduce customer leaks, minimize costs and sustainably manage water resources.