

Tapping into a New Resource Management Technique:

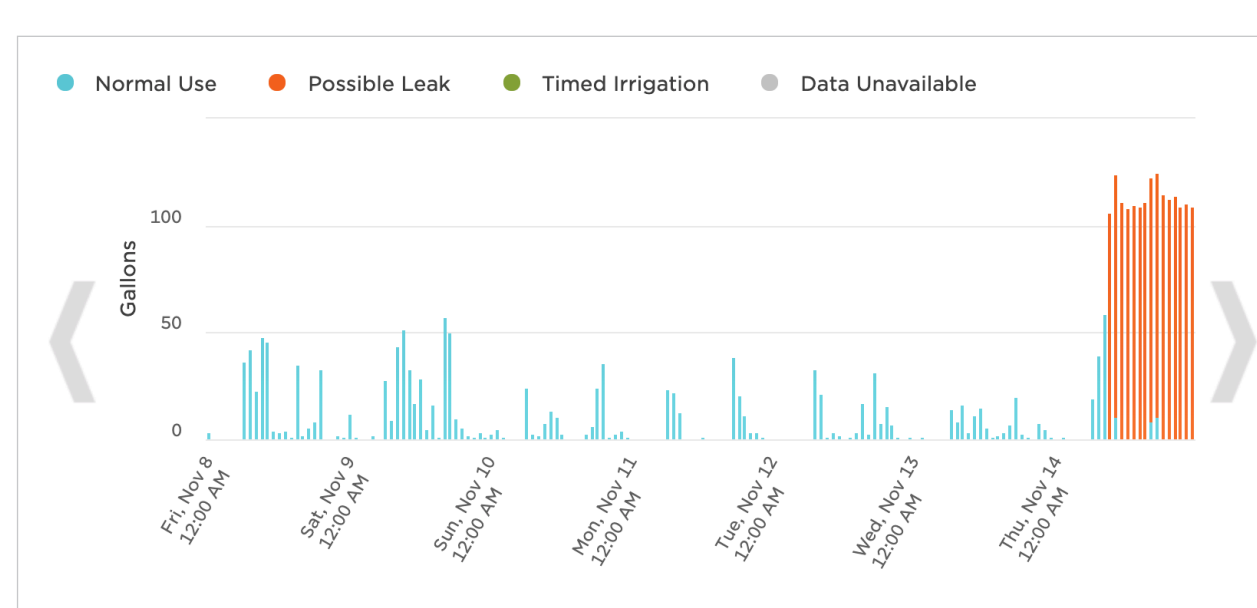
Automated Leak Detection and Resolution Solutions

Household leaks costs up to 1 trillion gallons of water annually¹.

Many end-consumers remain unaware of leaks on their property until they receive a water bill or damages become apparent. As meter-based and algorithmic detection of customer-side leaks advances, the burden on water managers to notify leaks grows.

Identifying Leaks

Advanced consumption analytics can help suppliers better understand and target wasteful water use. WaterSmart identifies continuous and burst patterns of use in hourly interval data. As well as likely leaks from high-use events in billed consumption data.



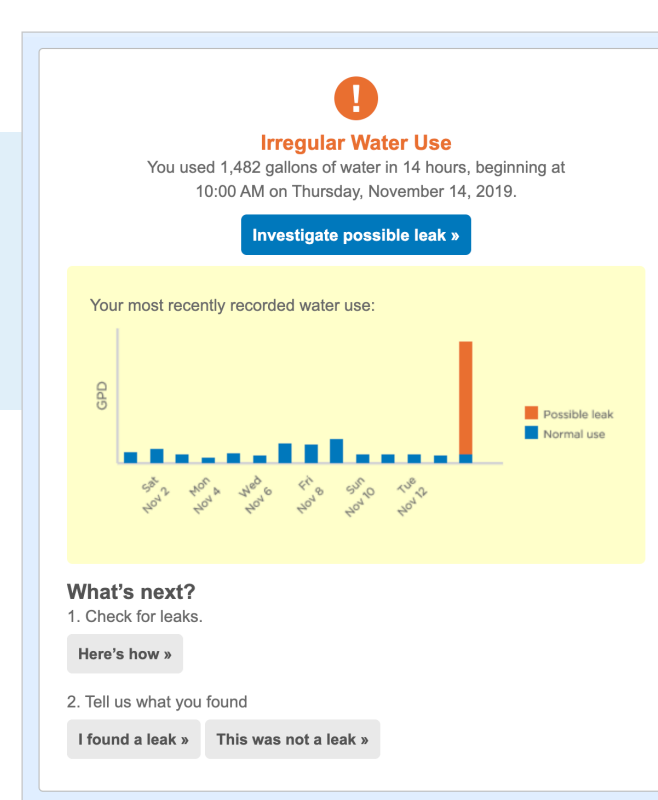
An actual customer's hourly data. Intervals that likely contain a possible leak are flagged algorithmically upon ingestion into the WaterSmart platform.

DEFAULT LEAK EVENT DETECTION PARAMETERS FOR HOURLY INTERVALS

	Minimum Rate	Minimum Duration
Continuous Use	0 gallons per hour	72 hours
Burst Leak	74.8 gallons per hour	8 hours

Automating Alerts

Leaks can be mitigated by notifications of leak-like patterns of water use. Automating these alerts saves customer service teams time mailing letters or making individual phone calls. And it makes the alerts more timely, which can increase both water savings and customer satisfaction. By default, all accounts managed by WaterSmart are subscribed to email leak alerts if contact information is on file, with no registration required.



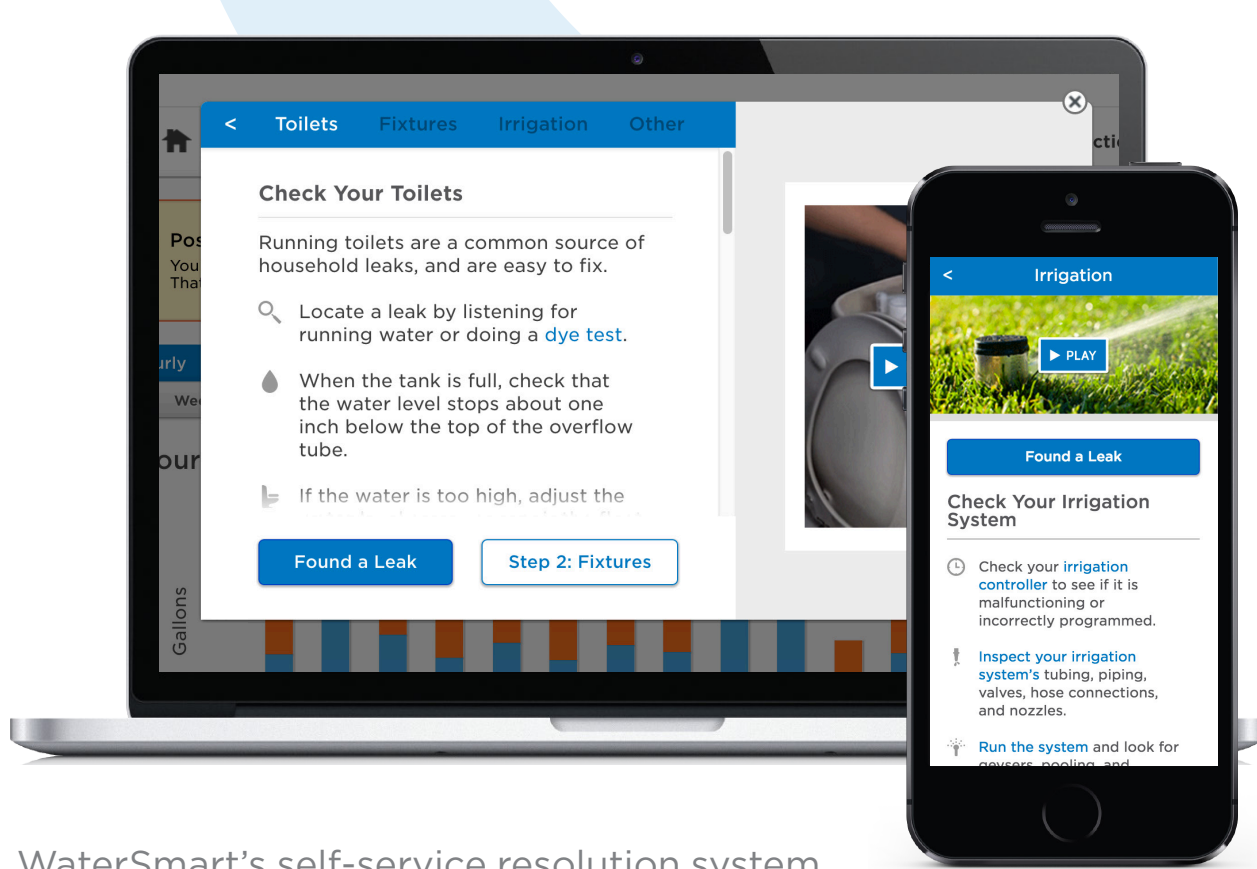
An 'Irregular Water Use' alert. Notifications are emailed or mailed to the customer as soon as a leak event is flagged.



Self-Resolution

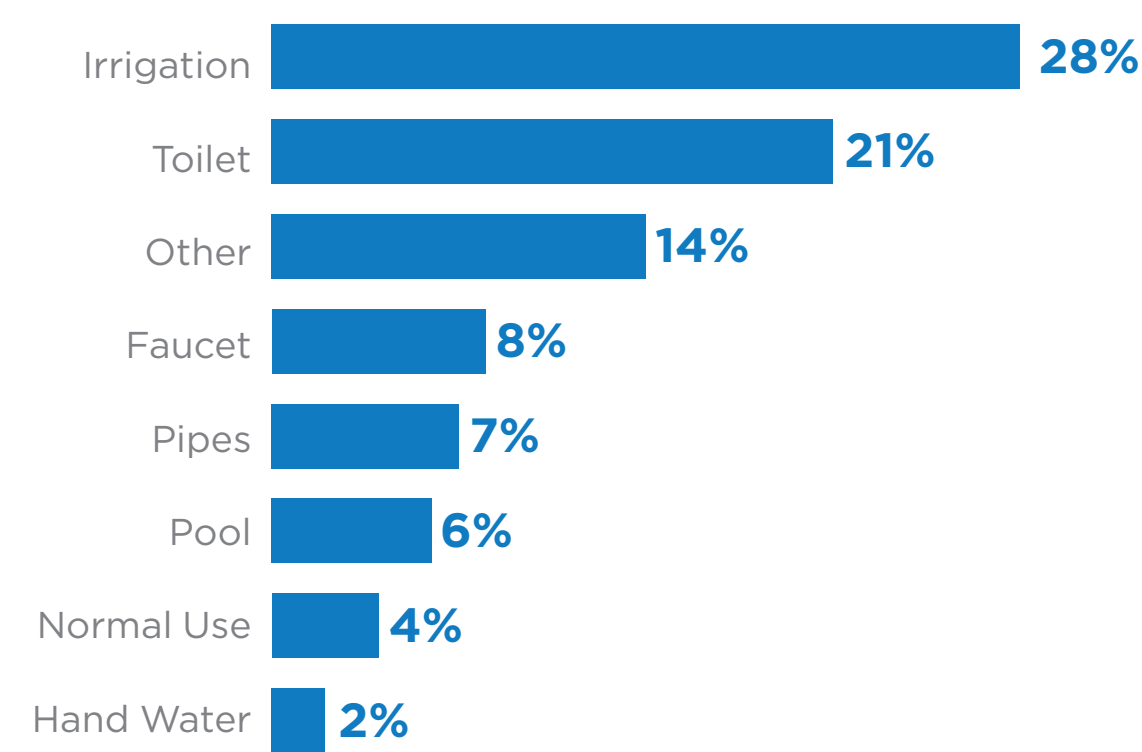
Automated alerting can still overwhelm water providers with leak-related tasks. Frustrated customers are still likely to call their utility to follow up on an alert. WaterSmart has found that 50% of end-consumers will self-resolve leaks when they have access to a self-service system.

50% of customers self-resolve



WaterSmart's self-service resolution system helps customers diagnose possible causes of leaks and document what they found.

SOURCES OF IRREGULAR WATER USE IDENTIFIED BY CUSTOMERS

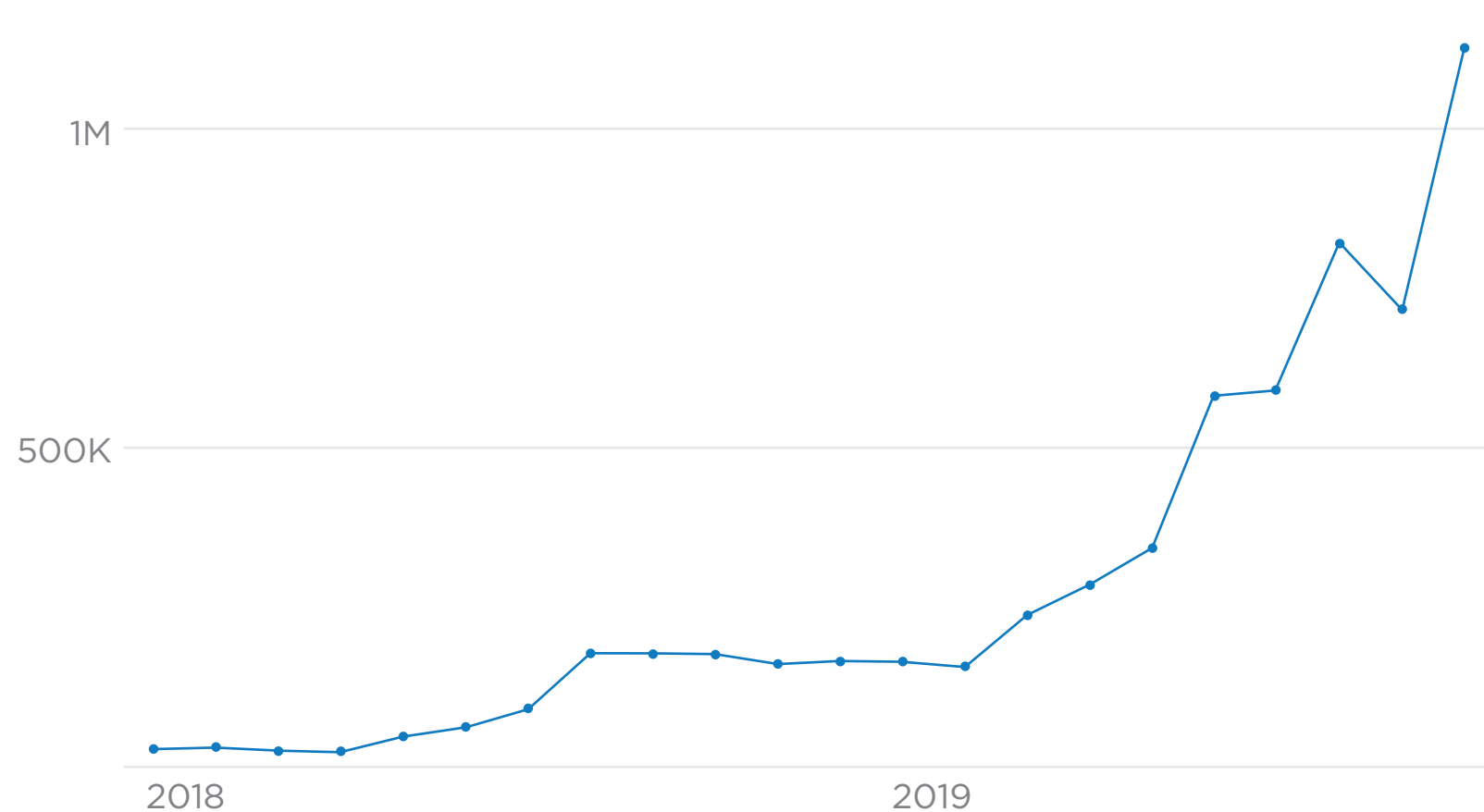


Saving Water and Time

WaterSmart integrated leak alerting and self-resolution has saved a cumulative 620 million gallons of water across 1.2 million customer accounts without staff intervention.

620 million gallons saved

ESTIMATED GALLONS SAVED BY MONTH ACROSS ALL WATERSMART UTILITIES



DIGITIZING MANUAL STAFF PROCESSES

Utility staff in Glenview, IL had virtually no customer emails on file for their 16,000 accounts. By automating both print and digital alerts, Glenview saved 10 hours of staff time per week and digitally converted 20% of alert recipients within 3 months.



"We are extremely pleased with automated print leak alerts. They save staff a lot of time and effort."

Jody Ruiz, Glenview Resolution Center Supervisor

97% positive customer feedback



"We are very grateful for the water alerts. The last water leak was so deep we would never have found it without the alert message. Thank you."

Comments left in the self-service resolution system were categorized. Among utilities with leak alerts, the median positive feedback rating was 97%. Some of the most common words used are “thanks” and “fixed”.