



TIRED WORN & LEAKY WE CAN FIX THAT.

The situation: critical. The solution: integrated.

The water industry workforce isn't getting any younger. And neither is the infrastructure. As one retires and the other crumbles, the holes they leave behind mean more Non-Revenue Water and fewer people to fix the leaks. And now, with communities facing a difficult economy and turning a sharper eye toward sound fiscal management, every drop counts.

Helping to find that water – and revenue – is Neptune Technology Group. Through ARB® Utility Management Systems™, Neptune offers municipalities and utilities an integrated solution to critical workforce challenges, infrastructure challenges, operational efficiency challenges, and Non-Revenue Water challenges.

MORE READS WITH FEWER READERS

As large numbers of “Baby Boomers” retire from the industry workforce, there are fewer workers replacing them. As municipalities and utilities seek ways to fill the void, they're turning to technology that allows them to do more with fewer personnel.

Key drivers of this new operational efficiency are the enhanced capabilities of radio frequency technology available with modern Automatic Meter Reading (AMR) or Advanced Metering Infrastructure (AMI) systems. Today's radio transmitter technology offers lower battery power consumption with higher radiated output power while radio receiver technology offers improved sensitivity and noise rejection. In the case of an ARB® Mobile™ System, this means longer battery life and reduced walk or drive time for meter reading, along with the reduced costs and liability of having fewer readers in the field. And in the case of an ARB® FixedBase™ System, the number of collectors in the network can be optimized, balancing reading success rates with operational savings from fewer collectors.

FUTURE-SAFE SYSTEMS

Utilities invest sizable amounts of time and money in metering systems that need to last for decades. But critical issues – and the technology needed to address them – can change seemingly overnight.

As infrastructure ages and growing populations require expanded infrastructure, cities have no choice but to act. But how do they avoid choosing a metering system that leaves them with stranded assets in just a few years? To avoid technological obsolescence, Neptune considers how technology will evolve, designing a migration path to ensure each customer's investment in AMR today will continue to provide value for years to come.

For example, customers using meters equipped with Neptune's R900® radio frequency can now install the R900® Gateway to migrate from mobile AMR systems to fixed base systems, using either GPRS or WiFi backhubs that they may have in place.

The R900 Gateways form the heart of the ARB® Hybrid™ System, which is designed to allow utilities to deploy a mix of technologies depending on the application – e.g., ARB FixedBase can be used in hard-to-access areas while ARB Mobile may be more efficient in rural areas where network deployment is not as easily justified.

When replacing or expanding infrastructure, Neptune focuses on building products to last, such as using a larger battery than many other AMR providers for outstanding range, and backing it with a 20-year warranty.

MORE ANSWERS FOR MORE CUSTOMERS

As water becomes increasingly scarce, the cost to process and deliver it rises – as do energy costs. In their wake, customers want answers. Through ARB Utility Management Systems, Neptune not only provides these answers but also adds value by identifying and controlling water loss – especially Non-Revenue Water.

The advent of AMR and AMI allows municipalities and utilities to better communicate with their customers. ARB allows utilities (and their customers) to actively monitor potential water loss – both in the distribution network using acoustic sensors and at the service using the E-Coder® absolute encoder's leak flags.

Using Neptune's E-Coder® R900i™, leak status at the meter is monitored in 15-minute intervals over 24 hours and can be used to identify unauthorized or abnormal consumption, household leaks, and distribution system leakage as they occur, rather than waiting long periods to find and identify them.

Today's E-Coder® R900i will also provide data logging capability in the register, giving the utility a powerful tool to proactively identify and address customer leaks before they evolve into billing disputes. The resulting reduction in bill adjustments and bad debt expenses should also reduce delays in revenue collection and improve cash flow.

ANSWERS THAT ADD VALUE

Neptune continues to listen to its customers. Its newest host software suite, ARB® N_SIGHT™, incorporates 46 enhancements based on their specific questions and suggestions, all designed for greater operating efficiencies and better service. It delivers not just truckloads of data but the tools to interpret it as well – providing the insights different utilities need to perform a variety of tasks.

With the challenges of today and tomorrow, it isn't enough to play catch-up. Communities have to make the most of limited resources; so service providers must not just offer products, or even systems, but *value* most of all. ☺