

EMBRACE CHANGE WITHOUT CHANGING EVERYTHING.

Choose to Use What Works Best, Where it Works Best

In a time when utilities are trying to allocate stimulus funds to address aging infrastructure as well as ways to recapture lost revenue, they're finding they have more ground to cover than ever before. However, they're also finding the tools that give them the freedom to work the way they want, with the kinds of innovative solutions on display at AWWA ACE 2009 from Neptune's ARB® Utility Management Systems™.

Whether they choose ARB® Mobile™, ARB® FixedBase™, or ARB® Hybrid™, utilities can maximize efficiencies with the exact solutions that meet their needs today – and down the road.

SUCCESSFUL AMI: A TRUE TWO-WAY STREET

Neptune's ARB FixedBase System offers a true two-way AMR/AMI system, providing communication from its ARB® N_SIGHT™ FixedBase host software all the way down to the R450™ Radio Frequency Meter Interface Unit.

Why is this important? For one, it allows for remote programming. Using the R450's two-way functionality, utilities can get firmware updates over the air, and program MIUs without having to make site visits or initiate a "truck roll."

Another benefit: Utilities can perform other remote functions from a central location. The R450 can also provide transmission acknowledgments, helping to evaluate system performance. And the R450's time-synchronized midnight reads send back daily and hourly usage data from every single meter, for a true snapshot of consumption – giving utility customers the power to leverage that information.

Neptune's ARB FixedBase System supports District Metering Zone (DMZ) Monitoring, allowing utilities to compare the volume of water flowing through a distribution meter with the total volume flowing through the population of downstream meters it serves at the exact point in time – midnight. As a tool to perform Non-Revenue Water audits throughout a system, DMZ is especially useful.

ARB HYBRID: MOVE AHEAD THROUGH THE GATEWAY

For those utilities currently using Neptune's R900® radio frequency technology, there's plenty of room to move forward with products such as the R900® GPRS Gateway. As a part of a customized hybrid configuration, the R900 GPRS Gateway makes it easy for smaller to mid-size utilities to migrate toward more efficient, more advanced AMR – with many of the benefits of AMI functionality.

By taking this migration path, utilities can avoid stranded assets, while experiencing some of the benefits of a fixed base system, such as daily reads while maintaining a monthly billing cycle. In this way, a retrofit solution means time and money saved through an enhanced Hybrid System – all without having to change out the original endpoints.

REALIZE VIRTUOSO ICI PERFORMANCE WITH CELLO

With most utilities, Industrial, Commercial, and Institutional (ICI) customers represent a small percentage of their base, but a high percentage of their revenue. The CELLO is an ideal way to monitor and serve the needs of these customers.

Because Neptune offers customers the freedom to work the way they want, there's more than one hybrid solution – as proven by CELLO, a data-logging device with a built-in GPRS modem. The device connects to an ICI meter to provide higher resolution as well as time-interval (hourly) data back to the utility, all using web-based access.

Cello's web server can integrate with ARB® N_SIGHT™ host software, both the Mobile and FixedBase versions. And the CELLO device's cellular modem allows it to act much like an R900 Gateway; unlike the Gateway, however, it is in a small enclosure, allowing it to serve an individual meter.

CELLO works well with mobile or fixed base systems – for example, when the utility has high-volume customers in outlying areas of its system where it's not cost effective to drive or deploy another fixed base data collector.

KNOW WHERE THE WATER WENT – AND WHEN – THROUGH DATA LOGGING

Customer service is at the heart of Neptune's E-Coder|R900i™. For years, it's been giving customers extremely accurate reads, as well as leak, tamper, and reverse flow detection. And now it's helping settle high-bill questions through data logging.

It's not unusual for a utility to field a customer complaint regarding a high water bill. But until now, that utility didn't have the information to prove not only that the excess consumption occurred but exactly *when* it occurred.

Using high resolution, 8-digit remote profiling, a rolling 96 days of hourly consumption can be recorded as it happens, helping to identify existing or potential problems. This valuable data can then be retrieved directly from the meter via the DAP CE5320 handheld and downloaded into ARB® N_SIGHT™ Mobile software, where it's easy to generate consumption graphs.

The E-Coder|R900i's data logging feature also supports water conservation initiatives. For instance, utilities serving drought-stricken communities can now keep a close watch on customers' water use. The consumption data can help identify when a customer ignores a usage ban, maybe watering a lawn or washing a car on an odd day instead of the allowed even day. The fine imposed by the utility can help recapture Non-Revenue Water and deter future use during restriction periods.

PUT LESS WORK AND MORE ORDER INTO WORK ORDERS

Another Neptune innovation is making utilities' work orders less... work. Electronic Work Order Software, an optional add-on module to the ARB N_SIGHT Mobile host software package, automates the various manual processes those in the field use to complete their work orders. This automation not only saves time, but it also helps decrease the amount of data entry errors, with the added benefit of an electronic representation of each completed work order for record-keeping.

MORE TOOLS, MORE FREEDOM

Neptune is helping to prove that the future will indeed be brighter. No need to worry if today's solutions will meet tomorrow's challenges. They will. Neptune listens to its customers and continues to design innovative pathways to get where they want to go. Wherever you're headed, ARB Utility Management Systems can give you the freedom to work the way you want. 📍



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