

# TAKE THE WORDS **RIGHT OUT OF THEIR MOUTHS**

## Preventing High Water Bill Complaints with ARB<sup>®</sup>

On any given day, utilities can expect customer calls regarding high water bills. Historically, a utility's only option was to issue a service order and dispatch a technician to the residence where the complaint occurred. The technician would then go through the process of ensuring that all of the external faucets were turned off, verify with the customer that no water was running in the home, and then check the leak indicator on the water meter. Sometimes the technician would get lucky and verify the leak on the spot, but other times he or she would leave the homeowner frustrated and unhappy about their water bill.

### RESOLVING ISSUES WITH ENHANCED DATA:

#### ARB<sup>®</sup> MOBILE<sup>™</sup> AND DATA LOGGING

Using Neptune's ARB Mobile System with E-Coder<sup>®</sup>R900i<sup>™</sup> DL data logging technology, consumption is recorded as it happens, every hour, with high resolution 8-digit meter readings. The data logging functionality tracks a rolling 96 days of historical hourly consumption data. With such detailed information, usage patterns can be analyzed by utilities (and their customers) as proof of when and how much usage occurred.

The utility technician can retrieve historical consumption data directly from the meter and generate consumption graphs within ARB<sup>®</sup> N\_SIGHT<sup>™</sup> Mobile Software. These graphs are available for either daily or hourly consumption. Leaks can be identified either when usage does not reach zero over a 24-hour period or when an E-Coder<sup>®</sup> leak flag is triggered. In addition, reverse flow events are also illustrated on the graphs.

### CUTTING OFF COMPLAINTS

#### AT THE SOURCE WITH ARB<sup>®</sup> FIXEDBASE<sup>™</sup>

A utility no longer has to dispatch a truck to confirm a possible leak condition and can head off a high water bill complaint before it occurs. The ARB FixedBase System provides the utility with confidence in the accuracy of its data, and that its customer service department can handle a complaint call from the office PC.

Neptune's ARB FixedBase System provides time-synchronized reads at midnight and 24-hour customer usage profile data for every customer under the network. With the ARB FixedBase System customer service representatives can, with the click of the mouse, pull up hourly, weekly, and monthly usage information to assist in resolving high water bill complaints. Up to two years of consumption history is retained in the ARB<sup>®</sup> N\_SIGHT<sup>™</sup> FixedBase host software, so consumption data can be compared from one year to the next for the same period of time. Consumption data is displayed in graphical and tabular formats, making analysis quick and easy.

When Neptune's E-Coder solid state absolute encoder register is used as part of the ARB FixedBase AMI network, intermittent and continuous leak states are communicated to the host software. Utility customer service personnel can simply pull up a customer account, see leak conditions displayed on screen, and alert the customer.

Utilities that seek to proactively notify their customers of potential leaks need to have their billing or customer information system provider transfer the E-Coder leak information directly to their customers' bills. In many cases customers who are receiving such alerts on their billing statements are fixing their own water leaks before the condition reaches the point where they issue a high water bill complaint.

Call it "self-help leak maintenance" or even "complaint prevention." It's the ultimate in high water bill complaint management and available to any utility that uses Neptune ARB<sup>®</sup> Utility Management Systems<sup>™</sup> and E-Coder technology.

With the tools available today, Neptune can not only help utilities reduce high water bill complaints but also provide the proactive service that helps conserve time, money, and resources – as well as keep utilities and their customers satisfied. 