

THE FREEDOM TO WORK THE WAY YOU WANT

Today's utilities have something in common – they're all different. Some offer water services only, while others are combination utilities offering gas or electric as well. Some are small, locally-owned cooperatives, while others are multi-state corporations or municipal entities. Some are already implementing large-scale fixed base data collection technology, while others are now moving from walk-by to mobile. In any case, each utility needs the freedom and flexibility to work the way that makes business sense.

More and more, utilities are looking for system-driven solutions. And one of the most critical components is the "brain" that runs it all – the host software.

At the forefront of this systems approach is Neptune Technology Group. The company, which has been serving utility customers for more than 116 years, recently unveiled its newest software suite, ARB® N_SIGHT™. The software has two modules – ARB® N_SIGHT™ Mobile, available now, and ARB® N_SIGHT™ FixedBase, scheduled for a Fall 2008 release.

Whatever road utilities take, there's ARB N_SIGHT Mobile.

Long-time Neptune customers are already seeing a difference while recognizing the very features for which they asked. ARB N_SIGHT Mobile incorporates 46 enhancements based on their specific questions and suggestions, all designed for greater operating efficiencies and better service.

The operating principle behind ARB N_SIGHT is versatility. When it comes to day-to-day functions, the software leverages the strength of a utility's most valuable resource: its data. It delivers not just truckloads of it but the tools to interpret it as well – providing the insights different utilities need to perform a variety of tasks.

EXPANDING UTILITIES

As a utility grows, so does its IT infrastructure. ARB N_SIGHT is designed to be scalable so that those using a single-office, desktop meter reading package can migrate inexpensively to support client-server networks across multiple offices.

COMBO UTILITIES

With ARB N_SIGHT, those water utilities that also provide gas and/or electric service to their customers, have all the tools necessary to support (1) automated reading of electric meters equipped with either Itron ERTs or Hunt AirPoints, (2) electric meter probing, and (3) R900G-equipped gas meters. Combo utilities are learning that the right software allows easier upgrades of their system.

FILE TRANSFER

Now utilities can develop and customize their own transfer file to interface with their existing billing software or develop a "bridge" to an existing transfer file that supports a different meter reading system.

ELECTRONIC WORK ORDER PROCESSING

Less paper, less work. Moving from manual, paper-based work orders to an electronic format helps prevent misread information, transposition of digits, lost paperwork, and other human errors, resulting in improved integrity of field data.

Utilities are getting a better fix on their data with ARB N_SIGHT FixedBase.

ARB N_SIGHT Mobile meets all the needs utilities have for monthly, bi-monthly, or quarterly billing cycles. For those water and water-and-gas combo utilities that require daily readings to support billing, or off-cycle readings, or even hourly usage/consumption profile data – there's ARB N_SIGHT FixedBase software.

SYNCHRONIZED SYSTEM-WIDE MIDNIGHT READINGS

The ARB N_SIGHT FixedBase software is designed to help key departments manage day-to-day operations, including customer service inquiries. One tool that makes system monitoring especially easy: system-wide readings, synchronized at midnight. Water utilities have the data – and the answers they need – fast. And by reducing the read-to-bill cycle, they can also improve cash flow.

ENHANCED REPORTING

Is there a continuous leak? A reverse-flow event? Where and when? Utilities can pinpoint them more easily than ever with ARB N_SIGHT's separate reports, including data logging information, alarm conditions, and zero consumption. Utilities can even generate custom reports for special requirements.

HYBRID SYSTEM

No single approach can address the wide range of needs of any one utility. Therefore, Neptune created a system that allows utilities to implement a hybrid approach to meet their data collection needs.

Neptune's ARB Utility Management Systems allow utilities to mix both Mobile and FixedBase technologies. Utilities can select appropriate technologies for specific applications and are not limited to one radio frequency technology.

ARB N_SIGHT Mobile software was designed to operate in parallel with Neptune's ARB N_SIGHT FixedBase software. Integrating the two software platforms allows utilities to select the most appropriate meter reading technology for the specific application.

Neptune provides two unique Gateways that enable the migration of R900® technology for fixed base deployment. The R900® GPRS Gateway System allows utilities with R900s to target specific groups of meters to collect more detailed usage information as necessary. The R900® WiFi Gateway allows utilities with R900s to use the same municipal WiFi network used for police communication, emergency management, and other services to read meters more efficiently.

Regardless of your information requirements, whether for a monthly or quarterly billing cycle, or daily usage analysis, the flexibility of ARB® Utility Management Systems™ allows your utility to build the optimum System to meet your specific needs.

These are just a few ways different utilities can get the most out of ARB N_SIGHT host software from Neptune's ARB Utility Management Systems. And when it comes to the freedom to work the way they want, utilities can always count on more. 📶