

Aclara Consumer Engagement for Water Utilities



Smart consumer engagement solutions.

Aclara's consumer-engagement suite presents AMI data to customers in easy-to-understand ways that help them understand how and when they use water, and make it easy to conserve and save money.



Create Your Intelligent Infrastructure™

Aclara represents the industry's leading technologies for providing device networking, data-value management, and customer communications for utilities worldwide.

Aclara integrates the strengths of the industry's most proven advanced-metering infrastructure solutions — the Aclara STAR[®] Network system, Aclara TWACS[®] technology, and Aclara meter-data-management and smart consumer-engagement solutions to meet the needs of our water utility clients.

Aclara's smart consumer-engagement solutions will help you enhance your communications, increase customer satisfaction, and create a unique vision for your utility. Beyond AMI technologies, our solutions include the tools to implement strategies for utility networking, distribution management, and energy efficiency.

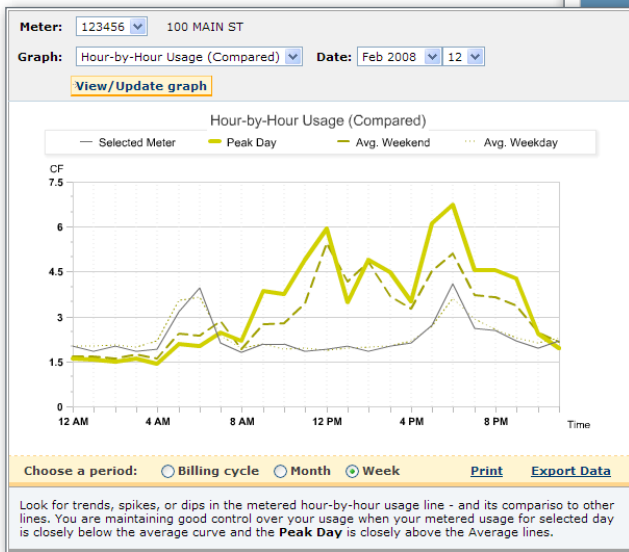
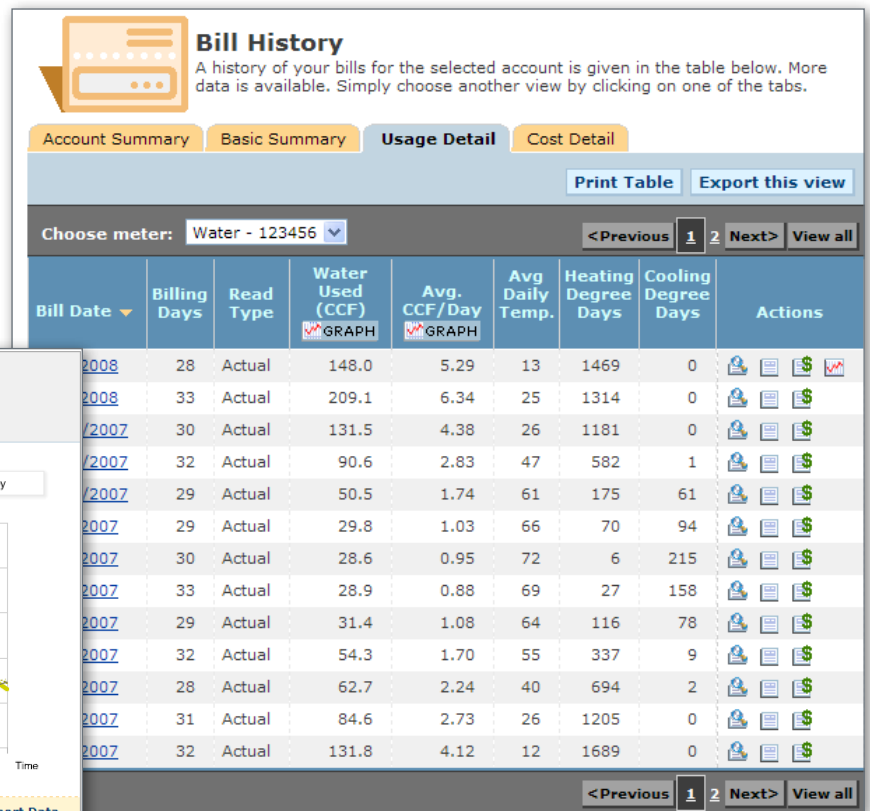
Look to Aclara for the tools, the innovation, and the knowledge to make the most of your water utility systems, realizing the power of data and a true communication network.

Consumer Engagement for Water Utilities

The tangible benefits that come to utilities and consumers from an investment in advanced metering infrastructure (AMI) extend beyond automated meter reading. The data gathered by these systems can be used by utilities in programs to reduce the high costs associated with customer calls and complaints, eliminate unaccounted for water, and enhance conservation efforts.

What's more, consumer engagement programs benefit customers directly by offering timely access to information about usage and cost, thus eliminating the surprises that cause so many high-bill complaints. Consumers with access to usage data take control of their bills, using current information to identify water waste and leaks before they become expensive and time-consuming problems.

Aclara solutions help water utilities use AMI data to engage customers. Our consumer-engagement suite presents AMI data to customers in easy-to-understand ways that help them understand how and when they use water, and makes it easy to conserve and save money.

Bill History
A history of your bills for the selected account is given in the table below. More data is available. Simply choose another view by clicking on one of the tabs.

Account Summary Basic Summary **Usage Detail** Cost Detail

[Print Table](#) [Export this view](#)

Choose meter: Water - 123456 <Previous 1 2 Next> [View all](#)

Bill Date	Billing Days	Read Type	Water Used (CCF)	Avg. CCF/Day	Avg Daily Temp.	Heating Degree Days	Cooling Degree Days	Actions
2/2008	28	Actual	148.0	5.29	13	1469	0	
2/2008	33	Actual	209.1	6.34	25	1314	0	
2/2007	30	Actual	131.5	4.38	26	1181	0	
2/2007	32	Actual	90.6	2.83	47	582	1	
2/2007	29	Actual	50.5	1.74	61	175	61	
2/2007	29	Actual	29.8	1.03	66	70	94	
2/2007	30	Actual	28.6	0.95	72	6	215	
2/2007	33	Actual	28.9	0.88	69	27	158	
2/2007	29	Actual	31.4	1.08	64	116	78	
2/2007	32	Actual	54.3	1.70	55	337	9	
2/2007	28	Actual	62.7	2.24	40	694	2	
2/2007	31	Actual	84.6	2.73	26	1205	0	
2/2007	32	Actual	131.8	4.12	12	1689	0	

<Previous 1 2 Next> [View all](#)

A Single View

The Aclara customer portal allows utilities to meet the specific needs of their customers, whether that means providing an account summary, water usage and cost information, or promotions and tips that will help them use water more wisely.

Present AMI Data

Aclara can present both hourly and daily usage information to consumers. The data comes directly from the AMI system and can help customers identify periods of high and low usage. When correlated with temperature data, daily usage graphs provide a more complete picture of how weather impacts water use. Hourly usage can help customers understand how specific activities affect water usage and costs.

Account Summary

Bill-to-Date Estimate

You are 16 days into your billing cycle.

Estimated Cost as of 10/26/2011: \$26.76

Detailed Service Listing	
Water	\$9.45
Sewer Water	-
Fire Service	\$6.52
Residential refuse Service	\$7.31
Storm Service	\$3.48

This feature provides an update to your account summary. It provides a rolled-up estimate of unbilled charges, based on your service usage so far this month.

Day-to-day Usage

Average Usage by Day-of-Week

Meter: Water - wateronly01 meter

Efficient Showerheads

Helping to fight global climate change is as easy as installing efficient showerheads and faucet aerators. [Learn More](#)

Bill History

Usage Comparison

Meter: 123456 100 MAIN ST

Graph: Daily Usage with Temp. Date: Feb 2008 12

[View/Update graph](#)

Daily Usage with Temperature

Choose a period: Billing cycle Month Week [Print](#) [Export Data](#)

Look for patterns, spikes, and dips. For Summer days, expect to see rising bars and rising temperatures, and "spikes" on particularly hot days. In Winter, expect higher usage with lower temperatures.

West Oshkosh Auto Service Inc
Account #: Awb1000 Address: 5 Autobody Lane, OSHKOSH, WI 54901

Bill Center Energy Center

Bill History Bill Analysis

Choose Bill → Detailed Bill Comparison

Detailed Bill Comparison

Important information about your 12/31/2007 bill is given in the Bill Highlights section below. Click on any of the highlights to get more details. Your bill has been compared to a previous bill to show how much things have changed. The results of this detailed comparison are given in the table below.

[Summary Report](#)

Related Tools

[Billing History](#)
View your billing history

Bill Comparison

The table below contains a side by side comparison of your bills. Click a fuel tab to see a more detailed comparison of your energy charges.

Selected Bill: 12/31/2007 Service Address: 5 Autobody Lane, OSHKOSH, WI 54901 Compare with: Last month Last year

Summary

Water Details

Water Meters: W223232309 at 5 Autobody Lane

	Selected bill: 12/31/2007	Last month: 11/30/2007	Impact
Billing Days:	31 days	30 days	↑ \$2
Average Cost per Gal:	\$0.0576 / Gal	\$0.0576 / Gal	No Change
Average Use per Day:	27.4 Gal / day	28.3 Gal / day	↓ \$2
Total Water:	\$49.00	\$49.00	No Change

This is a detailed comparison of your water use and charges. The Bill Impacts show how much each of the factors - Bill Period, Fixed Charges, Average Cost, and Average Use changed your bill. Click any item with a "?" to learn more. Choose Analyze to find out what caused your usage to change.

Easy Access to Bills

Through the Aclara portal, detailed bill comparison and history charts allow consumers to analyze and understand their bills and how they are using water. Bill comparison helps consumers appreciate why their bills vary month-to-month and year-to-year. Bill history provides an even deeper insight by allowing customers to see specific line items on their bills and export detailed historical information into spreadsheets for their own analyses.

My Home Ways To Save Profile

Profile

Family Saver Action Plan member since May 2011

Your Profile helps to make the analysis more accurate for your home. Some questions have been pre-filled with default values. Please review and update the questions in the orange area(s) that interest you.

Your Home

Special Programs

Water

Use "Show details" to tell us more about your appliances. Select "Update appliances" to add appliances to your list.

Update appliances

Water heater: Electric Show details

Shower: High flow Show details

Lawn: Yes No / Don't have Hide details

Size (square feet): 4,500-10,000

Sprinkler type: Impact

Summer watering - cycles: 5

Summer watering - minutes: 15

Winter watering - cycles: 0

Winter watering - minutes: 0

Spring/fall watering - cycles: 2

Spring/fall watering - minutes: 15

Well pump usage: All water

Faucets (leaky): 2 Show details

Toilets - leaking (count): 1 Hide details

Year installed: Before 1990

Garden: Yes No / Don't have Show details

Save

Boost Conservation Efforts

The Aclara consumer-engagement solution encourages customers to develop in-depth profiles of their water-use habits. These profiles are analyzed, and the solution suggests personalized conservation plans to help customers reduce water usage. Customers can track their conservation plans, assign actions to family members, and even earn points for completing actions. The system provides estimates of water savings related to specific plans. Videos assist customers who want to complete do-it-yourself projects that save water.

Consumer Notification

Aclara can help utilities keep their customers informed through e-mail, websites, mobile devices, and interactive voice response. In addition, our mail programs can reinforce communications, inform customers of usage reductions, and push them to the utility web site.

My Home Ways To Save Profile

Build Your Savings Plan

Here's some savings actions for your home. Select the actions that you'd like to pursue to meet your savings goal. We'll add those actions to your plan.

We've got plenty of great ideas to help you meet your goal.

Plan's Projected Savings

\$106 of \$307 Goal

Filter Action Items

4 of 26 actions selected.

Select **Install low-flow showerheads**

Save up to **\$86** per year

Select **Repair leaking toilets**

Save up to **\$29** per year

Select **Reduce outdoor watering through seasonal adjustments**

Save up to **\$11** per year

Go Back Save Action Plan

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Logo Here

Did you know...
An average American family can use 400 gallons of water every day, and most of that is for indoor use? If each of us learned how to conserve, it could add up to big savings and leave more water for a sustainable future.

CUSTOMER NAME
ADDRESS
CITY, STATE, ZIP + 4
BAR CODE

HOW DOES MY HOME USE RESOURCES?
Annual Water Costs

HOW DOES MY HOME COMPARE?
Annual Water Resource Use

SAVE WATER AND MONEY THIS SEASON

We are happy to offer you these tips to help you save water and money while preserving vital natural resources.

Install low-flow showerheads
Switch to low-flow showerheads to save water and energy. Efficient low-flow showerheads have been recognized since 1992. The flow rate cannot exceed 2.5 gpm (gallons per minute). Meanwhile, older showerheads may have a flow rate as high as 5.5 gpm. Low-flow showerheads will still maintain your comfort level, because the water pressure can be just as high as your old one at high pressure. Many new showerhead designs have adjustable spray patterns so you can feel just as good. A low-flow showerhead increases the quality of your shower.

Reduce outdoor watering through seasonal adjustments
Your landscape requires less water when the temperature is lower. Flexibility when you adjust your water requirements - leave flexibility blank water from them at a greater rate. Check your sprinkler timer settings each season. To reduce your total minutes per week by about 1/3 from summer to autumn, another from autumn to winter. Example: If you water your lawn for 60 minutes each week during the summer, set your system or timer so that you water for 40 minutes per week in the autumn. Reduce the time to 20 minutes in winter. Check to be sure the coverage from water to spring, and then from spring to summer.

Repair your leaking toilets
Fixing a leaking toilet is a relatively simple task that most do-it-yourselfers can handle. A few major national can show you the simple mechanics of a toilet and how to troubleshoot it. Otherwise, we will receive why you get up with. But anyway look for such a long time.

Save up to **\$86** per year

Save up to **\$11** per year

Save up to **\$29** per year

Visit us today at www.aclara.com/savewater to find more savings tips and information on a variety of programs and rebates that are available to our customers to save water.



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