

**Itron**

# Itron Analytics- Water

Turning Water Metering Data into Actionable Intelligence

Today's water utilities face a broad range of business challenges from commodity supply and price pressures to rising operational costs. At the same time, they must balance the need to replace aging infrastructure and mitigate water losses in their distribution systems while also providing usage information and tools via smart phones and tablets to consumers so they can manage water use for budgeting and conservation. Despite these challenges, water providers are expected to deliver safe, reliable service to their customers even when faced with ever increasing demand.

By 2025, the United Nations estimates that demand for water is expected to increase by over 50 percent globally and by 18 percent in developed countries. More and more water utilities are turning to automated meter reading (AMR) and advanced metering infrastructure (AMI) systems to collect metering data to improve operational efficiency and customer service.

To better realize the benefits of interval data collected by AMR/AMI investments, Itron has developed a cloud based platform

with applications that deliver critical business outcomes using electricity, gas, and water consumption and meter event data. It is a suite of applications with visualization and reporting tools that offers easy data access, analytics and actionable intelligence to improve asset management and operational efficiency.

## HOW DO YOU VIEW YOUR DATA?

Itron Analytics applications manages, analyzes and stores data collected using any of Itron's data collection systems. It

provides users across the enterprise the tools that turn data into actionable intelligence to improve utility operations and asset management. Under the Itron solution, anyone within the utility can have access to role-specific views of the data, structured in ways that are relevant to how they do their jobs. Itron Analytics helps utilities reach business goals through innovative data analysis in the following areas.

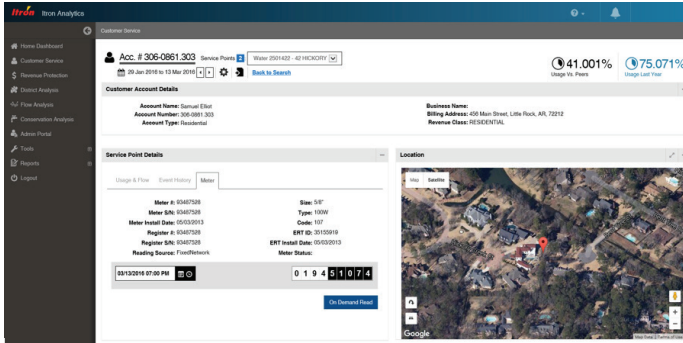


Figure 1. Customer Service application

### Enhanced Customer Service: Accelerated Call Resolution with Fast Access to Consumption Data

With easy access to detailed daily and hourly consumption data, customer service representatives (CSRs) are now able to explain unusual consumption patterns to concerned customers, as well as better explain water usage charges. This results in reduced truck rolls, improved operational efficiency and increased customer satisfaction because resolutions are based on tangible data.

### District Metering: System Integrity and Non-Revenue Water Loss

Leaks and non-revenue water can be detected and quantified by comparing and analyzing an aggregated group of meters served by a master meter.

### Correlate Consumption and Event Data

With detailed analysis of consumption data and correlating tamper, reverse flow and other such events, the utility is better able to detect unusual consumption and address when it occurs. Additionally, Itron Analytics provides "Usage on Inactive Account" reports, which illustrate inactive accounts that are showing usage, and "No Usage on Active Account" reports, which show all active accounts with no consumption over a specified time frame.

### Custom Reporting: Format Data in Ways that Provide the Most Insight

Traditionally, mining data to get exactly what you want can be complicated. Users can now create reports to analyze precisely what they're interested in seeing.

This information can be visualized in a variety of analytical formats, including summaries and discrete bar charts, summarized or detailed trended line graphs, HTML tables or any combination of these formats as dictated by the specific analysis being conducted.

### Comparative Analysis: Spot Trends and Anomalies

Comparative Analysis permits selection of specific account(s) for a desired time frame and comparative period, and then charts the selected consumption data in bar chart format in hourly, daily, weekly, monthly, quarterly or annual granularity.

## FEATURES AND BENEFITS

### Long-Term Data Storage

Itron Analytics effectively manages and stores up to 10 years of collected metering data. This vast data repository of collected data from Itron water communication applications can be accessed for analysis across the utility.

### Itron Analytics Web Browser Interface

The Itron Analytics web browser interface is an easy-to-use window to the stored meter data. For analysis purposes, various additional applications are included as value-added benefits.

### Browsers Supported

- Google Chrome v8.0 (or greater)
- Edge v8.0 (or greater)
- Firefox v7.2 (or greater)
- Internet Explorer v11.0

### Feature Set

- » Long term (10-year) data retention
- » Advanced analysis and custom reporting functionality
- » Cloud based Software as a Service applications eliminate infrastructure costs
- » Customer Service with consumption, contextual mapping and account information
- » Comparative Analysis
- » Automated reporting of analytic events
- » District Metering
- » Conservation



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