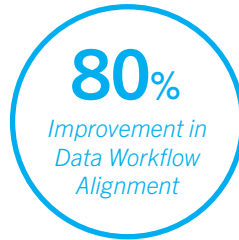


## MDM Workflow



### Standard Daily Work

Utility staff members require tools that fit into and improve the efficiency of their daily work instead of sitting on a shelf. MDM Workflow has been designed to maximize the value of meter data management while minimizing the time spent on common daily and weekly tasks.

Utility staff are continually faced with issues requiring immediate attention: account change management, metered and non-metered rate changes, meter accuracy questions, back-flow contamination, additional reporting requirements, commodity theft, etc.

### MDM Workflow

**Improve the management and operation of your water service.**

### Required Daily, Weekly, and Monthly Tasks

AquaHawk MDM Workflow minimizes the time required and maximizes productivity for the following standard daily work:

#### **Create and send customer bills**

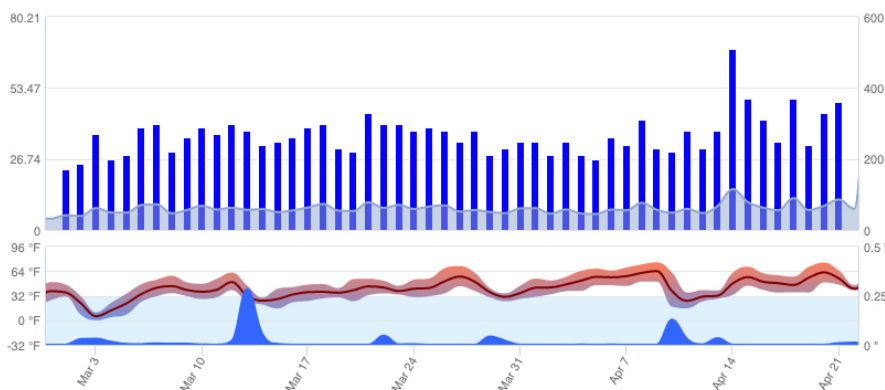
- Create a customized billing export on demand
- Select meter read dates for acceptable billing
- Select all meters or specific routes and zones

#### **Meter Management**

- Meters with negative reads
- Inactive meters with consumption
- Active meters with light or zero consumption
- Meters not reporting or reporting incorrect reads
- Validate hourly and daily meter data

#### **Long term data storage**

- Daily data stored for 5 years
- Hourly data stored for 2 years



Maximize *YOUR* Utility's  
Operational Efficiency &  
Customer Satisfaction

## Making Meter Data work for you!



### Utility Market Trends

Speed of delivery and access to information is expected and demanded more than ever. Utility companies are aligning customer service, billing, and operations to facilitate increased customer satisfaction, centered on self service solutions. With the transition to AMI meters, utility companies have the potential to maximize both operational efficiency and customer satisfaction. But this cannot be accomplished with AMI meters alone: You need AquaHawk!

### We Understand Your Pain Points

#### Utility Customers:

- Expect their bill to be about the same every month
- Cannot make a change to impact (lower) their usage unless they know what they are using in real time
- Are increasingly paying bills on their mobile devices and do not want to mail a check or wait in a call queue

#### Within the Utility Company:

- Customer Service is typically overloaded and looking for ways to eliminate mundane and unnecessary workloads
- Billing teams are often interrupted to provide data, explain rate charges, look up past bills, etc. limiting their ability to complete primary assignments
- Field Techs are tasked with disconnects, customer escalations, and meter validation truck rolls that are often unnecessary

### What AquaHawk Can Do For You

AquaHawk allows you to proactively identify and address issues before they become customer complaints, management headaches, and ultimately impact your revenue. Here's how we can improve your daily operations:

#### Align Customer Expectations through Self Service

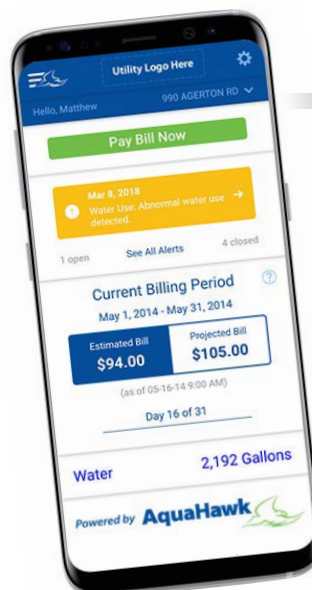
- Customers can view Estimated and Projected Bill Amounts throughout the billing period
- Customers can set thresholds and receive automated notifications

#### Customer Service Always has the Answer

- Improve efficiency and reduce customer escalations
- Increase self service with every phone call

#### Complete Primary Assignments - Impact Revenue

- Reduce billing exceptions and minimize interruptions
- Eliminate leak forgiveness, reduce disconnects, & minimize truck rolls



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